

Hamilton Theatre Inc. Incident Reporting and Investigation Process

Hamilton Theatre Inc. (HTI) is committed to providing a safe and healthy workplace for its Participants and membership by promoting timely reporting and investigation of all incidents and hazards to ensure compliance with legislation to mitigate risks. This process will also provide guidance on responding to incidents that occur while at the HTI Studio Theatre and property.

Scope	2
Purpose	2
Terms and Definitions	2
Roles and Responsibilities	3
HTI Board of Directors	4
Production Teams	4
Department Heads/Committee Managers	5
Cast, Crew, and Volunteers	5
Incident Investigation	5
HTI Incident Protocols	6
Appendix A: Incident and Hazard Reporting Form	7
Instructions	8
Section A	9
(to be completed within 48 hours of the incident)	9
Section B	11
(to be completed within 24 hours of receiving section A)	11
Section C – Board Investigation and Sign-off	13
(to be completed within one week of receiving section B)	13
Appendix B: Injury or Illness Protocol	15
For Production Teams	15
During Rehearsals (Cast/Crew Injury or Illness)	15
During Non-Rehearsal Production Work (Crew Member/Volunteer Injury or Illness)	16
(e.g., set construction, costume prep, production meetings)	16

During a performance (Cast/Crew injury or illness)	17
During a Performance (Patron/Volunteer injury or illness)	18
For Department Heads/Managers	19
During a Performance (Patron/Volunteer injury or illness)	19
During another HTI event (Participant/Attendee/Volunteer injury or illness)	20
(e.g., workshops, trainings, rentals)	20
Appendix C: Physical Hazard Protocol	23
For Production Teams and Department Heads/Managers	23
Appendix D: Shelter in Place/Hold and Secure	27
For Production Teams or Department Heads/Managers	27
Shelter in Place	27
Hold and Secure	28

Scope

This process applies to all health and safety incidents and hazards that occur on the HTI property or at an HTI event. Harassment or any non-health and safety-related incidents should be reported directly to the HTI Board of Directors for review and investigation.

Purpose

The purpose of this process is to provide a standard method for reporting and investigating health and safety incidents and hazards. The prompt reporting of health and safety incidents and hazards facilitates the timely investigation and analysis of these events to determine corrective actions and mitigate future risk.

The objectives of incident and hazard investigation are to:

- Determine all conditions and practices contributing to the hazard or incident
- Determine corrective and preventive measures to mitigate risks
- Communicate and follow up on corrective and preventative measures

Terms and Definitions

Term	Definition
Incident	An occurrence that resulted in or could have resulted in injuries, illnesses, damages to health, or fatalities.
Hazard	Any source of potential damage, harm, or adverse health effects on something or someone.
Board Member	A Member of HTI's Board of Directors, including the Chairperson, First Vice Chair, Second Vice Chair, Secretary, and other Non-Executive Members elected to the Board of Directors.
Production Team Member	Any person who is participating in the leadership team for one of HTI's in-house productions. This includes, but may not be limited to, Directors, Music Directors, Producers, Choreographers, Costume Designers, Set Designers, Lighting Designers, and Sound Designers.
Department Head or Manager	A Volunteer from HTI's membership who has taken on a defined leadership role to support the functioning of a specific department or committee within the organization. This includes, but is not limited to, the Box Office Manager, Concessions Manager, Sponsorships Manager, Set Design Department Head, or Costumes Department Head. These individuals may be involved in in-house productions, external rentals, or other HTI-sanctioned events, as applicable.
Cast Member	An individual from HTI's membership who is participating in an in-house production as an on-stage performer.
Crew Member	A Volunteer from HTI's membership who is supporting an in-house production backstage or prior to the show open. Examples include Assistant Stage Managers, lighting operators, set constructors, set painters, costuming assistants, dressers, or props assistants.
Volunteer	Any person who is supporting the facilitation of an HTI-sanctioned event, including but not limited to HTI's in-house productions, or the general functioning of HTI's operations, including but not limited to community events or rentals. Examples include Front of House Managers, ushers, concessions staff, booth staff, and Committee Members.

Patron	Any person who is attending the performance of an in-house production, including Preview Night Attendees.
Membership	Anyone who is a paying or lifetime Member of HTI, as confirmed by HTI's Membership Coordinator.
Community Member	Any person participating in an event hosted by HTI, including Cast Members, Crew Members, Production Team Members, Board Members, and/or Volunteers.

Roles and Responsibilities

Maintaining a culture of health and safety at HTI is a shared responsibility between all community Members using the theatre.

HTI Board of Directors

- Promote a continuous improvement culture by facilitating processes to report and investigate incidents.
- Allocate appropriate resources to report incidents within a designated timeframe.
- Provide resources and take all reasonable precautions to protect HTI Community Members.
- Monitor and review implementation of this process to ensure effective incident reporting, investigation, and management.
- Follow up and investigate hazards and incidents.
- Provide advice and recommendations to affected parties on preventative and corrective actions.
- Share investigation results and/or reports with the appropriate Production Team Members, Department Head(s), Cast and Crew Member(s), and/or Volunteer(s).
- Ensure records are kept appropriately and stored in Google Drive.
- Ensure that all Production Teams, Department Heads, and any other Members who have key-access to the building have been given a health and safety tour of the entire building to identify any existing or potential hazards, confirm the locations of all points of entry to the building and how to correctly open or secure them, and confirm the locations of First Aid Kits and fire extinguishers.

Production Teams

- Complete a health and safety tour of the entire building with a Member of the Board of Directors prior to beginning a production.
- Ensure that existing and potential hazards are communicated to all Cast and Crew Members prior to beginning rehearsals in the space.

- Ensure that hazards, incidents, and injuries that take place during a production are appropriately reported to the Board of Directors using the Incident Reporting and Investigation Form (Appendix A).
- Ensure that injured Cast and Crew Members receive appropriate and timely support for any reported injury/illness.
- Complete Section B of the Incident Reporting and Investigation Form to the best of their ability, and submit to the Second Vice Chair for investigation.
- Develop and implement corrective actions in consultation with affected Cast and Crew Member(s), as appropriate, and the Second Vice Chair of the Board to mitigate the risk of injury, or, where this is not possible, reduce the risk to an acceptable level.
- Follow up on the effectiveness of implemented corrective actions in consultation with the Board of Directors.

Department Heads/Committee Managers

- Complete a health and safety tour of the entire building with a Member of the Board of Directors during onboarding.
- Ensure that existing and potential hazards are communicated to all Volunteers under their supervision prior to beginning any Volunteer-staffed events in the space.
- Ensure that hazards, incidents, and injuries of Volunteers or Participants under their supervision are appropriately reported to the Board of Directors using the Incident Reporting and Investigation Form (Appendix A).
- Ensure that injured Volunteers or Participants under their supervision receive appropriate and timely support for any reported injury/illness.
- Complete Section B of the Incident Reporting and Investigation Form to the best of their ability, and submit to the Second Vice Chair for investigation.
- Develop and implement corrective actions in consultation with the affected Volunteers or Participants, as appropriate, and the Second Vice Chair of the Board to mitigate the risk of injury, or, where this is not possible, reduce the risk to an acceptable level.
- Follow up on the effectiveness of implemented corrective actions in consultation with the Board of Directors.

Cast, Crew, and Volunteers

- Immediately report all hazards and incidents, including incidents involving Patrons, to their Production Team, Department Head, or Volunteer Coordinator.
- Complete Section A of the Incident Reporting and Investigation Form to the best of their ability.
- Participate in and support incident investigation, if required.

Incident Investigation

Each incident/hazard report is investigated to determine root-causes and contributing factors, and identify appropriate corrective and preventive actions. The timeframe for closeout of proposed actions is documented and communicated to the relevant parties, as appropriate. Timing and priority of actions are based on the risk of reoccurrence involved.

HTI Incident Protocols

In the event of an incident on HTI property or at an HTI-hosted event, please follow the appropriate protocol from Appendices B, C, or D to mitigate risk and promote an efficient response. While these protocols aim to provide guidance to the appropriate parties for a variety of situations, HTI acknowledges that some incidents may fall outside of the scope of what is contained in the provided protocol documents. A Member of the Board of Directors may lead the incident protocol and response if they are on site and are not currently occupying another role (e.g., Cast Member, Front of House Volunteer, etc.).

If you are unable to follow these protocols in any event, please contact the Chairperson of the Board of Directors, and in the event that medical intervention is needed beyond the capabilities of any present First Aiders, call 911.

Appendix A: Incident and Hazard Reporting Form

(contained in the following pages for reference)

Please note: A PDF copy of this document will be shared with the person responsible for completing Section A to ensure document control.

Instructions

This form is to be used for reporting health and safety incidents.

An **incident** is an occurrence that resulted in or could have resulted in injuries, illnesses, fatalities, or damage to property.

Section A is to be completed by the Affected Individual (the injured person, the person involved in an incident, etc.). Section A can be completed by a designate approved by the Affected Individual.

Section A must be submitted to the Production Team or a Member of the Board of Directors as soon as possible after the incident takes place.

Section B is to be completed by a Member of the Production Team. The Production Team Member must complete the form as soon as possible and submit it to the Board of Directors (either the Second Vice Chair of the Board or info@hamiltontheatre.com) within 24 hours of receiving Section A.

Section C is to be completed by the Board of Directors, shared with the Production Team and Affected Individual, and stored virtually for record-keeping purposes.

Section A

(to be completed within 48 hours of the incident)

Details of Person Completing this Section	
Name:	
Email:	
Phone Number:	
Date of Reporting:	
Details of Person Injured or Impacted by the Incident/Hazard:	
Name:	
Involvement with HTI:	☐ Cast Member ☐ Crew Member ☐ Prod Team Member ☐ Board Member ☐ Volunteer ☐ Patron ☐ Other
Incident Details	
Specific location of incident:	
Date of occurrence:	
Time of occurrence:	
Description of Occurrence/Incident:	

Details of Injury/Illness (if any)	
Did injury or illness occur?	
Describe injury or illness:	
After the Incident	
Did the person:	☐ Remain onsite ☐ Go home ☐ Seek medical attention ☐ Other:
Details of Witnesses to Incident (if available)	
Name	Contact Info:

Section B

(to be completed within 24 hours of receiving section A)

Details of Person Completing This Section	
Name:	
Position:	
Email:	
Date Section Completed	
Production Team’s Description of the Incident/Hazard	
Immediate Actions Taken as a Result of the Incident/Hazard:	

Possible Factors that Contributed to the Incident?

--

Actions Taken in the Immediate Aftermath

	Action Description	Completed By:
1		
2		
3		
4		
5		
6		

Section C – Board Investigation and Sign-off

(to be completed within one week of receiving section B)

Incident Investigation and Follow-up

Suggested Further Corrective Actions			
SR	Action Description	Assigned To	Target Completion Date
1			
2			
3			

Closure of Incident Report	
Corrective actions reviewed with Production Team (Y/N)	☐ Yes ☐ No
Board Member Sign-off:	
Date Completed & Signed:	

Appendix B: Injury or Illness Protocol

For Production Teams

During Rehearsals (Cast/Crew Injury or Illness)

- ☐ One Production Team Member should remain with the injured/ill party until the individual is able to confirm that they no longer require support or until emergency services arrive. At least one Production Team Member should remain onsite until emergency services and all other Cast and Crew Members or Volunteers onsite have left the premises.
- ☐ All Cast and Crew Members who are not part of the Production Team or who are not administering First Aid should be asked to leave the immediate area.
 - ☐ Cast and Crew Members may be invited to wait in the lobby or the upstairs green room or may be dismissed from rehearsal at the discretion of the Production Team Members.
- ☐ The Chairperson and the 2nd Vice Chair of HTI's Board of Directors should be contacted as soon as possible, if they are not already on site.
- ☐ If the injured/ill party no longer requires immediate support or assistance and does not require emergency services, they should be given the opportunity to be dismissed, to observe the rest of rehearsal, or to return to participation in the rehearsal, depending on the circumstances.
- ☐ If there are no certified First Aiders, or the extent of the injury/illness goes beyond standard First Aid care, emergency services should be called to attend promptly.
- ☐ If emergency services are requested, or upon request of the ill/injured party, a Production Team Member and/or Board Member should reach out to the individual's emergency contact on file.
- ☐ Within 48 hours of the incident, the injured/ill party should fill out Section A of the Incident Reporting and Investigation Form. This should be shared with them within 24 hours of the incident by a Production Team Member or Board Member.
- ☐ Within 24 hours of receiving a completed Section A, a Production Team Member present at the time of the incident (preferably the Stage Manager or Director) should complete Section B of the Incident Reporting and Investigation Form and send it to the Board of Directors.
- ☐ Within one week of receiving Section B, the Board of Directors will complete Section C of the Incident Reporting and Investigation Form. Any relevant actions will be communicated by the Board of Directors to the Production Team and the affected Cast or Crew Member.

During Non-Rehearsal Production Work (Crew Member/Volunteer Injury or Illness)

(e.g., set construction, costume prep, production meetings)

- ☐ One Production Team Member should remain with the injured/ill party until the individual is able to confirm that they no longer require support or until emergency services arrive. A Member of the Production Team should remain onsite until emergency services and all other Crew Members/Volunteers onsite have left the premises.
- ☐ All other Crew Members or Volunteers who are not part of the Production Team, or who are not administering First Aid, should be asked to leave the immediate area.
 - ☐ Crew Members or other Volunteers may be invited to wait in an area away from the incident, or may be dismissed from rehearsal at the discretion of the Production Team Member in charge at the time.
- ☐ The Chairperson and the 2nd Vice Chair of HTI's Board of Directors should be contacted as soon as possible, if they are not already on site.
- ☐ If the injured/ill party no longer requires immediate support or assistance, and does not require emergency services, they should be given the opportunity to be dismissed, to take a break, or to return to participation in the work, at the discretion of the injured/ill party and the Production Team Member in charge at the time.
- ☐ If there are no certified First Aiders, or the extent of the injury/illness goes beyond standard First Aid care, emergency services should be called to attend promptly.
- ☐ If emergency services are requested, or upon request of the ill/injured party, a Production Team Member and/or Board Member should reach out to the individual's emergency contact on file.
- ☐ Within 48 hours of the incident, the injured/ill party should fill out Section A the Incident Reporting and Investigation Form. This should be shared with them within 24 hours of the incident by a Production Team Member or Board Member.
- ☐ Within 24 hours of receiving a completed Section A, a Production Team Member present at the time of the incident (preferably the Stage Manager or Director) should complete Section B of the Incident Reporting and Investigation Form, and send it to the Board of Directors.
- ☐ Within one week of receiving Section B, the Board of Directors will complete Section C of the Incident Reporting and Investigation Form. Any relevant actions will be communicated by the Board of Directors to the Production Team and the affected Cast/Crew Member.

During a performance (Cast/Crew injury or illness)

- ☐ Prior to the performance or dress runs, ensure that Cast and Crew Members know how to stop the show to receive help (e.g., using a safe word, having a specific point of contact, etc.).
- ☐ If any person in the Cast or Crew indicates that they need the show to be stopped because of a health and safety incident, all other Participants should stop what they are doing and await further directions from their Stage Manager.
- ☐ The Stage Manager should raise house lights to improve visibility, and the Box Office Manager for that performance should let Patrons know that the show will need to be paused while the incident is assessed and addressed appropriately.
- ☐ Once the nature of the incident has been determined, Cast and Crew Members who are not administering First Aid should return to the workshop, costume room, and/or green room to await further instructions. The Box Office Manager will be responsible for providing direction to Patrons and Volunteers, per their protocol document.
- ☐ The Chairperson and the 2nd Vice Chair of HTT's Board of Directors, should be contacted as soon as possible, if they are not already on site.
- ☐ The Stage Manager, or a delegate on their behalf, should inform the Box Office Manager and Cast and Crew whether the decision has been made to proceed with or end the performance as soon as possible. The Box Office Manager is responsible for communicating directives to Patrons and Volunteers.
- ☐ If the decision is made to proceed with the performance, Cast and Crew Members should be given 5-15 minutes to confirm with the Production Team the point of the show where they will resume the performance from, and to reset the set, tech, props, and costumes, as needed. The Stage Manager should confirm with the Box Office Manager that Patrons are seated and ready to resume before lowering the house lights and beginning the performance.
- ☐ If the decision is made to end the performance, a Member of the Production Team should advise Cast and Crew Members who are not administering First Aid to quickly and quietly pack their belongings and be dismissed.
 - ☐ A Member of the Production Team, and anyone providing First Aid, should remain with the ill/injured party until emergency services are determined to be unneeded or, if they are determined to be needed, until emergency services arrive and take over.
 - ☐ If there are no certified First Aiders, or the extent of the injury/illness goes beyond standard First Aid care, emergency services should be called to attend promptly.

- ☐ If emergency services are requested, or upon request of the ill/injured party, a Production Team Member and/or Board Member should reach out to the individual's emergency contact on file.
- ☐ If emergency services are requested to attend to the building, a Member of the Production Team or a Board Member, if on site, should unlock the front gate and ensure that the ramp is clear of any obstructions.
- ☐ The Production Team and Board of Directors should meet, either at the theatre or virtually, within 24 hours of the incident to debrief on any immediate actions needing to be taken. This discussion should confirm what to communicate to the Cast and Crew regarding any upcoming shows, who will be responsible for that communication, and when that communication should occur.
- ☐ Within 48 hours of the incident, the injured/ill party should fill out Section A the Incident Reporting and Investigation Form. This should be shared with them within 24 hours of the incident by a Production Team Member or Board Member.
- ☐ Within 24 hours of receiving a completed Section A, a Production Team Member present at the time of the incident (preferably the Stage Manager or Director) should complete Section B of the Incident Reporting and Investigation Form, and send it to the Board of Directors.
- ☐ Within one week of receiving Section B, the Board of Directors will complete Section C of the Incident Reporting and Investigation Form. Any relevant actions will be communicated by the Board of Directors to the Production Team and the affected Cast/Crew Member.

During a Performance (Patron/Volunteer injury or illness)

- ☐ If the Box Office Manager and/or Concessions Manager, or a delegate in their place, informs the Stage Manager that the performance needs to be stopped to address an incident, the Stage Manager should communicate this to the Cast and Crew Members as soon as possible, and raise the house lights.
- ☐ Cast and Crew Members should be advised to hold backstage or in the workshop and costume room until they receive further instructions from the Stage Manager about ending or resuming the performance.
- ☐ If it is determined that the performance needs to be ended, the Stage Manager should advise Cast and Crew Members who are not providing First Aid to quickly pack their belongings and leave the theatre. Production Team Members should also be advised to leave, if they are not providing First Aid support, and should await further communications from the Board of Directors regarding impacts on any future performances.

- ☐ If it is determined that the performance can be resumed, the Stage Manager should inform the Cast and Crew of where they should plan to resume the performance from (e.g., which specific song or scene), and should be given approximately 10 minutes to prepare.
- ☐ Once the Box Office Manager and/or Concessions Manager, or a delegate in their place, has confirmed that the performance can resume, the Stage Manager can lower the house lights again and resume the performance.

For Department Heads/Managers

(incl. Box Office Manager, Concessions Manager, other Department Heads, other Committee Managers)

During a Performance (Patron/Volunteer injury or illness)

- ☐ Prior to a performance, ensure that Volunteers under their supervision know where to find First Aid kits, fire extinguishers, and building exits, in case of emergency. Volunteers should also be informed to report any incidents or injuries directly to their Department Head/Manager.
- ☐ If a Patron or other Volunteer becomes injured or ill, the Box Office Manager and/or Concessions Manager should determine if the performance needs to be stopped to address the incident.
- ☐ If it is determined that the performance does not need to be stopped, the Patron or Volunteer should be escorted to a private area of the theatre (e.g., the lobby, the box office, the kitchen, the basement washrooms) to address the illness or incident. The Box Office Manager or Concessions Manager should contact the Chairperson of the Board of Directors once the incident has been effectively managed to inform them of the incident and to receive the Incident Reporting and Investigation Form.
 - ☐ If the injury or illness escalates to a level that requires emergency services to be contacted, the performance should be stopped and the appropriate protocol should be followed.
- ☐ If it is determined that the performance needs to be stopped, the Box Office Manager or Concessions Manager, or a delegate in their place, should inform the Stage Manager as soon as possible. The Stage Manager will inform the Cast and Crew as soon as possible and raise house lights for increased visibility.
 - ☐ The Box Office Manager or Concessions Manager, or a Member of the Board of Directors, if onsite, should address the rest of the Patrons to advise them to remain in their seats and await further directions.

- ☐ If the injured/ill party requires the accessible entrance and ramp to exit the building, the Box Office Manager or Concessions Manager, or a delegate in their place, should unlock the gate at the front of the building and ensure the ramp is clear of any obstructions.
- ☐ If the injured/ill party indicates that they are able to return home or seek medical attention without the need for emergency services, they should be escorted from the building by the Box Office Manager or Concessions Manager, or a delegate in their place. **Please note:** if the injured/ill party has been served alcohol by our concessions, they **should not be permitted** to operate a vehicle following the incident. If the injured/ill party refuses efforts to find them an alternate driver or transportation, take down their license plate number and contact the appropriate authorities.
- ☐ If it is determined that emergency services are warranted for this incident, the Box Office Manager or Concessions Manager, or a delegate in their place, should call 911. If emergency services are contacted, the performance should be ended and Patrons should be invited to leave the studio from the main entrance.
- ☐ The Box Office Manager and/or Concessions Manager onsite at the time of the incident, the Production Team, and the Board of Directors should meet, either at the theatre or virtually, within 24 hours of the incident to debrief on any immediate actions needing to be taken. This discussion should confirm details of required communications to Cast, Crew, and Patrons regarding impacts on any upcoming shows, including who will be responsible for these communications, and when those communications should occur.
- ☐ Within 48 hours of the incident, the injured/ill party or a witness to the incident should fill out Section A the Incident Reporting and Investigation Form. This should be shared with them within 24 hours of the incident by the Box Office Manager or the Concessions Manager.
- ☐ Within 24 hours of receiving a completed Section A, the Box Office Manager or the Concessions Manager should complete Section B of the Incident Reporting and Investigation Form, and send it to the Board of Directors.
- ☐ Within one week of receiving Section B, the Board of Directors will complete Section C of the Incident Reporting and Investigation Form. Any relevant actions will be communicated by the Board of Directors to the Box Office Manager, the Concessions Manager, and the injured/ill party, as appropriate or available.

During another HTI event (Participant/Attendee/Volunteer injury or illness)

(e.g., workshops, trainings, rentals)

- ☐ Prior to an event, ensure that whoever is overseeing the event and the primary point of contact for the event have knowledge of where to find First Aid kits, fire extinguishers, and building

exits, in case of emergency. Any additional Volunteers should also be informed to report any incidents or injuries directly to their Department Head/Manager.

- ☐ If a Participant, attendee, or other Volunteer becomes injured or ill, the Department Head/Manager overseeing the event should determine if the event needs to be stopped to address the incident.
- ☐ If it is determined that the event does not need to be stopped, the Participant, Attendee, or Volunteer should be escorted to a private area of the theatre (e.g., the lobby, the box office, the kitchen, the basement washrooms) to address the illness or incident. The Department Head/Manager overseeing the event should contact the Member of the Board of Directors that they report to once the incident has been effectively managed to inform them of the incident and to receive the Incident Reporting and Investigation Form.
 - ☐ If the injury or illness escalates to a level that requires emergency services to be contacted, the event should be stopped and the appropriate protocol should be followed.
- ☐ If it is determined that the event needs to be stopped, the Department Head/Manager overseeing the event, or a delegate in their place, should inform the primary point of contact for the event as soon as possible to let them know about the stoppage. All house lights should be turned on, if not already on, and all other Participants should be informed to remain in place until further instruction is provided by the Department Head/Manager overseeing the event and/or the primary point of contact for the event.
- ☐ If the injured/ill party requires the accessible entrance and ramp to exit the building, the Department Head/Manager overseeing the event, or a delegate in their place, should unlock the gate at the front of the building and ensure the ramp is clear of any obstructions.
- ☐ If the injured/ill party indicates that they are able to return home or seek medical attention without the need for emergency services, they should be escorted from the building by the Department Head/Manager overseeing the event, or a delegate in their place. **Please note:** if the injured/ill party has been served alcohol by our concessions, they **should not be permitted** to operate a vehicle following the incident. If the injured/ill party refuses efforts to find them an alternate driver or transportation, take down their license plate number and contact the appropriate authorities.
- ☐ If it is determined that emergency services are warranted for this incident, the Department Head/Manager overseeing the event, or a delegate in their place, should call 911. If emergency services are contacted, the event should be ended and Patrons should be invited to leave the studio from the main entrance.
- ☐ The Department Head/Manager overseeing the event onsite at the time of the incident and the Board of Directors should meet, either at the theatre or virtually, within 24 hours of the

incident to debrief on any immediate actions needing to be taken. This discussion should confirm details of required communications to the primary point of contact for the event, including who will be responsible for these communications, and when those communications should occur.

- ☐ Within 48 hours of the incident, the injured/ill party or a witness to the incident should fill out Section A the Incident Reporting and Investigation Form. This should be shared with them within 24 hours of the incident by the Department Head/Manager overseeing the event.
- ☐ Within 24 hours of receiving a completed Section A, the Department Head/Manager overseeing the event should complete Section B of the Incident Reporting and Investigation Form, and send it to the Board of Directors.
- ☐ Within one week of receiving Section B, the Board of Directors will complete Section C of the Incident Reporting and Investigation Form. Any relevant actions will be communicated by the Board of Directors to the Department Head/Manager overseeing the event and the primary point of contact for the event, as appropriate or available.

Appendix C: Physical Hazard Protocol

(incl. Fire, flood, pests, power outage, etc.)

For Production Teams and Department Heads/Managers

- ☐ Prior to beginning rehearsals, on-site production work or other HTI events, ensure that all Members of the Production Team and/or the appropriate Department Head/Manager know where to find First Aid kits, fire extinguishers, and building exits, in case of emergency. Production Team Members and Department Heads/Managers are responsible for communicating this information to any other Cast Members, Crew Members, or Volunteers under their supervision during their initial onboarding.
- ☐ If a physical hazard presents itself at a rehearsal, during other production work, or during another HTI event at theatre the Production Team Member or Department Head/Manager in charge at the time should halt the rehearsal, work, or event immediately to assess the situation. If an event or performance must be stopped due to the presence of a physical hazard, the Production Team Member or Department Head/Manager in charge at the time should advise any Patrons and/or Attendees to await instructions before proceeding with the event or performance.
- ☐ In any event, the Chairperson and/or the Second Vice Chair of HTI's Board of Directors should be informed of the incident promptly to provide insight or support, if they are not already onsite. Depending on the severity of the situation, the Board Member(s) may or may not immediately attend to the theatre.
- ☐ **If it is safe to remain in the building**, all people present can remain in or move to an area that is unaffected by the hazard. The Production Member or Department Head/Manager in charge at the time of the incident, or a delegate on their behalf, should still reach out to the aforementioned Board Members to report the hazard.
 - ☐ **If there is a pest in the building that does not pose a significant risk to health, safety, or property damage (e.g., mice, insects, small bird)**, this incident should be reported verbally and in writing to the Board of Directors. Participants, Patrons, and Attendees should be advised to stay away from the animal. An individual may make an effort to remove the pest themselves if they wish too, but are advised not to make physical contact with the pest or any of its bodily fluids to avoid introducing any additional biological or health hazards. This may not require the completion of an Incident Reporting and Investigation Form.
 - ☐ **If a smoke detector is triggered, but there is no clear source or no clear presence of smoke in the building**, the Production Team Member or Department Head/Manager in charge at that time should halt any activities and do a sweep of the

building in an effort to identify the source, if they feel comfortable to do so. Patrons, Attendees, and other Participants should be advised to remain in place until they receive further instructions. If the Production Team Member or Department Head/Manager in charge is not comfortable to do a sweep of the building, and there are continued concerns about potential smoke or fire, all Participants, Patrons, and Attendees should be advised exit the building in an orderly fashion to await the arrival of the Fire Department. In either case, the Fire Department will be automatically notified, and a Member of the Board of Directors will attend to the theatre. If the Fire Department determines that there is no presence of smoke or fire, all Participants may be permitted to re-enter the building and resume their tasks. An Incident Reporting and Investigation Form would be required for this incident, and would be sent to be completed by any present Members of the Production Team and/or Department Heads/Managers.

- ☐ **If there is minor flooding (i.e., the flooding is not spreading or at imminent risk of spreading to other areas of the building) or the formation of puddles in any of the washroom or kitchen areas, that are unable to be immediately addressed,** a Member of the Production Team or the Department Head/Manager in charge at the time of the incident, or a delegate on their behalf, should contact the aforementioned Board Members to determine if their immediate attendance is required to manage the hazard. Anyone onsite should avoid use of those areas until the hazard has been managed, but may remain in the building. The Production Team Member or Department Head/Manager should make it known that the area is off limits until further notice (e.g., by giving verbal notice, posting a sign). In this instance, the Board of Directors would be at their discretion to determine whether an Incident Reporting and Investigation Form is required to document this incident based on the severity.
- ☐ **If there is a power outage, and there are no other present hazards,** all Participants may remain at the theatre until power resumes, up to 30 minutes. If power does not resume after 30 minutes, anyone in the building should be advised to leave the building and suspend activities for that day. Set-building (or other use of tools), use of the stage (including backstage areas), use of the stairs, or any other potentially hazardous activities should pause until power resumes to mitigate the risk of injury during this time. Stairs should only be used during a power outage to exit the building, and care should be taken to use the stairs safely in this instance. Once power resumes or once the decision has been made to suspend activities (including performances or events) for that day, the Production Team Member or Department Head/Manager in charge at the time should call a Member of the Board of Directors to inform them of this stoppage.

- ☐ **If it is not safe to remain in the building due to the presence of the hazard**, the Production Team Member or Department Head/Manager in charge at the time of the incident should advise all Participants, Patrons, or other Attendees to leave the building through the nearest exit unobstructed by the hazard. The Production Member or Department Head/Manager in charge at the time of the incident, or a delegate on their behalf, should reach out to the appropriate service/resource to manage the hazard, followed by contacting the aforementioned Board Members.

- ☐ **If there is a pest in the building that does pose a significant risk to health, safety, or property damage (e.g., a racoon, a large bird, a dog)**, the Production Team Member or Department Head/Manager in charge at the time of the incident should advise any present Participants, Patrons, or Attendees to wait in another area of the building away from the pest or exit the building through the nearest exit unobstructed by the hazard in an orderly fashion. The Production Team Member or Department Head/Manager in charge at the time of the incident should call animal control to report this incident and follow any guidance they provide. Once they finish the call with Animal Control, they should reach out to the aforementioned Board Members.

- ☐ **If a smoke detector is triggered, and there is a clear source of the smoke or fire in the building**, the Production Team Member or Department Head/Manager in charge at that time should advise all other Participants to exit the building in a calm and orderly fashion to await the arrival of the Fire Department. The Fire Department will be automatically notified, and a Member of the Board of Directors will attend to the theatre. The Production Team Members or Department Head/Manager should follow the guidance of the Fire Department regarding re-entering the building or retrieving personal items. If re-entry is not permitted once the smoke or fire has been contained, the Board Member(s) present will work closely with the Fire Department on the process for retrieving and returning personal items. An Incident Reporting and Investigation Form would be required for this incident, and would be sent to be completed by any present Members of the Production Team and/or other witnesses.

- ☐ **If there is significant flooding (i.e., the flooding is currently spreading or at imminent risk of spreading to other areas of the building) or the formation of large puddles in any area of the building**, the Production Team Member in charge at the time of the incident should advise all Cast Members, Crew Members, and Volunteers under their supervision to quickly gather personal items, if safe to do so, and exit the building. Once all parties are removed from the hazard, the Production Team Member in charge at the time of the incident, or a delegate on their behalf, should call the aforementioned Board Members to report the incident. An Incident Reporting and Investigation Form would be required for this incident, and would be

sent to be completed by any present Members of the Production Team and/or other witnesses.

- ☐ **If there is a power outage caused or exacerbated by other present hazards**, the Production Team Member or Department Head/Manager in charge should refer to the appropriate protocol. If power outage is caused or exacerbated by an electrical fire, the protocol for a clear source of smoke or fire should be followed. If the power outage is caused by or it is unsafe to leave during the outage due to inclement weather conditions outside, the Shelter In Place protocol should be followed.
- ☐ In any event where a physical hazard results in injury or illness, the protocols outlined in Appendix B should be followed by the Production Team Member or Department Head/Manager in charge of the event.

Appendix D: Shelter in Place/Hold and Secure

For Production Teams or Department Heads/Managers

Shelter in Place

Taking immediate shelter in a location accessible to staff to keep people safe while remaining indoors. It is an action in response to where it is important to keep inside for your protection. A shelter in place notification may come directly from local emergency services, or a public notice via television, radio, or social media.

- ☐ Whoever receives a notification of a shelter in place advisory should immediately advise the Production Team Member or Department Head/Manager in charge of the event/activity. The Production Team Member or Department Head/Manager in charge should advise a Member of the Board of Directors that there is a Shelter in Place advisory impacting the theatre.
- ☐ If the activities or the event in progress are able to continue safely while this advisory is in place, Production Team Members and Department Heads/Managers are not required to stop the activity/event. The Production Team Member or Department Head/Manager in charge should continue to monitor for any updates or guidance provided by local emergency services or public health/safety organizations.
- ☐ If the activity or event ends and the Shelter in Place advisory is still in place or if the activities or event in progress are not able to continue safely while this advisory is in place, Production Team Members and Department Heads/Managers should follow the following protocol:
 - ☐ Advise any Participants, Patrons, and/or Attendees to halt the activities/event and to remain in the theatre. Encourage people to remain calm. When authorities provide directions to shelter in place, they want everyone to take those steps immediately where they are, and not drive or walk outdoors.
 - ☐ Production Team Members, the Department Head/Manager, and any additional Volunteers should close all outside doors and every door inside the building. Close all windows. Where possible, they should identify areas within the building that can potentially increase safety. This can include accessible areas with close proximity to washrooms and drinking water.
 - ☐ Anyone in the building should be advised to remain in or move to an interior room away from windows and doors, if possible. In a severe weather event, it is advised to put as many walls between individuals and the outdoors as possible.

- ☐ Unless there is an imminent threat, Participants, Patrons, and Attendees can be invited to call their emergency contact to let them know where they are and that they are safe.
- ☐ No one should leave the building until emergency responders advise that it is safe.
- ☐ If there is a significant amount of danger, local emergency responders will have the building evacuated.

Hold and Secure

Hold-and-secure is implemented when it is safer to remain within a building than to leave it.

Movement in and out of the building is restricted and all external entrances are locked and monitored.

Business may continue to function within the building. Threat may or may not be related to the building (e.g. large protest outside, a bank robbery or other crime nearby). The threat is proximate to, but not inside the building.

- ☐ If a Member of the Production Team or Department Head/Manager becomes aware of a proximal threat to the theatre, they are advised to implement a hold and secure by implementing the following protocols:
 - ☐ If there is a performance or event, it should be briefly paused to let Participants, Patrons, and Attendees know that they are on hold and secure for the time being. They are advised to remain calm and that performances, activities and events are permitted to continue during Hold and Secure protocols. They are asked to remain in the theatre following the event or performance until advised that the Hold and Secure has been lifted and they can exit the building.
 - ☐ All Participants, Patrons, and/or other Attendees should stay inside the building, with no entry to or exit from the building permitted. They should also be advised to stay away from windows, and not gather near main floor entrances or exits.
 - ☐ The Chairperson of the Board of Directors should be informed of the hold and secure protocol.
 - ☐ A Production Team Member, Department Head/Manager, or an appropriate delegate should await further announcements or updates from local news sources and emergency services to determine when to release the hold and secure. They can call the non-emergency phone line to ask about lifting the Hold and Secure, and proceed when they have been advised that it is safe to do so.