



HOME OF



# Usher Handbook

Updated July 2021

## About B Street

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### **Address:**

2700 Capitol Avenue  
Sacramento, CA 95691

### **Parking:**

Paid parking is available at the Sutter Community Garage, which is directly adjacent to the theatre on 27th between Capitol and N.

There are paid and unpaid street parking options in the area surrounding the theatre. Please pay close attention to the signage if you choose to utilize street parking.

### **Website:**

[www.bstreettheatre.org](http://www.bstreettheatre.org)

### **Contact Information:**

Box Office	Zoe Marks-Rowe; Front of House Manager	Browyn Sherman; Development Operations Manager
<ul style="list-style-type: none"><li>• <a href="mailto:tickets@bstreettheatre.org">tickets@bstreettheatre.org</a></li><li>• 916-443-5300</li></ul>	<ul style="list-style-type: none"><li>• <a href="mailto:zmarksrowe@bstreettheatre.org">zmarksrowe@bstreettheatre.org</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="mailto:bsherman@bstreettheatre.org">bsherman@bstreettheatre.org</a></li><li>• 916-443-5391 x110</li></ul>

### **Mission & Programs:**

The Sofia, Home of B Street Theatre is a 501(c)3 Nonprofit Charity. Our Mission is to promote cultural enrichment, social interaction, education and literacy through the shared experience of live theatre and the performing arts.

#### Theatre for Grown-Ups

B Street Theatre's year-round theatre series includes productions of contemporary plays, new works and classics that create an array of diverse offerings for the grown-up theatre-goer. The 7 annual productions delight thousands of subscribers and reach 65,000 attendees. This series supports B Street's company of actors. Our organization is one of a select few across the nation that employs an acting company. This allows talented artists to live and work locally.

#### Family & Student Matinee Series

B Street produces family-friendly productions for children of all ages, featuring adaptations of classic stories, depictions of historical figures and new works as they come to life on stage. Productions are enjoyed by over 48,000 students per year who come from all parts of the region to attend Field Trip matinees.

#### Presenting Series

In partnership with SBL entertainment, B Street's Presenting Series produces musical acts, comedy, podcasts and lectures throughout the year. B Street also hosts local, non-profit arts groups such as the Sacramento Ballet and brings big name artists from all over the world to Sacramento. This series offers up to 300 performances per year and reaches 25,000 attendees.

### Upstairs at the B

Gallery B is B Street's smaller, black-box theatre space home to play readings, improv, story slams and smaller musical acts. This eclectic and flexible space supports many local and emerging artists and is home to B Street's annual New Comedies Festival. There are normally 5-7 events each month upstairs at the B.

Accessible Performances: We offer the following types of accessible performances:

- Audio Described Shows- For patrons who are blind or low-vision
- Open Captioned Shows- For patrons who are deaf or hard of hearing
- ASL Interpreted Shows- For patrons who are deaf or hard of hearing
- Sensory Friendly Performances- For patrons with autism or sensory disabilities

### Outreach & Education

Central to B Street's mission is our outreach and education programming. Our professional teaching artists provide up to 500 customizable in-school workshops each year, serving over 3,000 k-12 students. We offer hundreds of onsite classes at The Sofia, as well as afterschool programs and professional development trainings. For over five years we have partnered with Encina Prep, teaching English language skills to refugee students through playwriting workshops. We've also had long lasting and successful partnerships with Sacramento County Office of Probation providing workshops to people on probation, and with Sutter Hospital's Child Life program to help children cope with hospital stays. Other educational opportunities include an immersive internship for college graduates pursuing careers in theatre. In addition, we offer a touring production, which turns student-written plays into professional productions and brings high quality theatre directly to schools across Northern California, serving over 100,000 students annually.

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### **A Note from Buck**

We are extremely grateful to you for your support of the performing arts in Sacramento. On behalf of our staff, patrons, actors, and the over 200,000 children we serve each year, thank you!

Arts philanthropy and B Street Theatre, like any arts-based non-profit, depend on volunteers such as you to help us have a continuing impact on our community. Our usher program is composed of volunteers who love the theatre. B Street Theatre understands that each one of you takes very seriously the responsibility for the safety, security, and comfort of every B Street patron.

Knowing that you are there to welcome our audience members and perhaps share a smile or some kind words in addition to giving them a program or guiding patrons to their seats helps us build that vital connection to our community. Without your quiet dedication we couldn't do this!

This Usher Handbook and the Usher Training you will receive are part of our overall program to ensure that each of you feels properly equipped to comfortably handle everything from politely enforcing theatre policies to assisting in more unique situations such as evacuations or medical emergencies. We want you to be confident in your role as an usher and as an important part of the B Street family.

You play a key role in our growth, our standing in the community, and our ability to serve children and families. Please wear this role with pride because it is you who make it possible for us to be a leader in performing arts and literacy education in California.

With great thanks,  
Buck Busfield; Producing Artistic Director

## An Ushers Role

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Our usher program is composed of passionate volunteers who wish to support the arts and culture in Sacramento. Ushers interact directly with patrons as representatives of B Street. The main role of an usher is to ensure that all patrons have a safe and enjoyable experience at the theatre, by politely enforcing policies and following the instructions of B Street Staff.

## Usher Requirements

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- ✓ **Orientation:** All ushers are required to attend an initial orientation session before they are eligible to volunteer.
- ✓ **Refresher Courses:** In order to remain an eligible volunteer, ushers must attend a refresher course once every year.
- ✓ **Paperwork:** All volunteers must complete a Volunteer Intake Form and sign a Liability Release. It is the responsibility of the volunteer to let B Street Staff know of any changes to your personal information.
  - **The Volunteer Intake Form can be completed here:**
    - <https://bshermansofia.wufoo.com/forms/volunteer-intake-form/>
  - **The Liability Release Form can be completed here:**
    - <https://bshermansofia.wufoo.com/forms/training-certification-release-from-liability/>
- ✓ **Physical Requirements:** Other volunteer opportunities are available for those who do not meet these requirements
  - Volunteer ushers must be able to stand for long periods of time, move quickly, and travel up and down stairs easily. Ushers may be asked to stand throughout the duration of a performance.
  - Ushers must be able to see well enough to read tickets in dim light.
  - Ushers should be able to safely lift up to 50 lbs.

## Volunteer Expectations

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- ✓ **Dress Code:** Ushers are expected to maintain a clean and professional appearance and arrive for their volunteer shifts dressed in the appropriate uniform.
- **The Uniform:**
  - Long Black Pants or Skirt
  - Black, Closed-Toed Shoes
  - Plain White Shirt (with sleeves) or Sweater
  - Usher Name Tag- These will be provided during your shift
- Avoid wearing strong perfume or cologne
- Personal belongings (purses/bags, etc.) should be stored in the box office or coat room during your shift. Valuables should not be brought to the theatre or left unattended.

- ✓ **Behavior:** Ushers are expected to behave appropriately, treating all patrons, B Street Staff, and fellow volunteers with respect. Enforce the rules of the theatre by making polite requests to patrons. Ushers remain diligent and alert throughout the show.
- ✓ **Punctuality:** Ushers are expected to arrive on time for their assigned volunteer shifts. Multiple instances of lateness and/or no-shows are cause for removal from the usher program.
- ✓ Ushers leave the theatre clean and orderly before departing
- ✓ Ushers are never permitted to consume alcohol or drugs during a volunteer shift

## Scheduling

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We use Signupgenius.com for usher scheduling. Ushers may sign themselves up for volunteer shifts and make changes to their schedule up until 7 days prior to the scheduled shift. Ushers may not sign up other parties.

- ❖ Once you have been added to our list of eligible ushers, you will receive an email inviting you to sign up for usher shifts on signupgenius.com. The email will contain a link.
- ❖ Click on the link, and you will be directed to the signup page. You will see a list of dates and times and the number of usher slots still available.

Date (mm/dd/yyyy EST)	Available Slot <span style="float: right;"><a href="#">Calendar View</a></span>
02/11/2018 (Sun. 4:35am - 3:15pm)	Ushers (4) <span style="float: right;">Sign Up <input type="checkbox"/></span>
02/18/2018 (Sun. 4:10am - 1:15pm)	Ushers (4) <span style="float: right;">Sign Up <input checked="" type="checkbox"/> <input type="checkbox"/></span>
02/25/2018 (Sun. 4:15am - 2:10pm)	Ushers (4) <span style="float: right;">Sign Up <input type="checkbox"/> <input type="checkbox"/></span>

- ❖ Check the sign up boxes next to all dates you wish to sign up for. When you are finished selecting dates and times, click the “Submit and Sign Up” button at the bottom of the page.
- ❖ You will be asked to input your First and Last Name, your email address, and your phone number.
- ❖ When you have filled out the form completely, Click the ‘Submit and Sign Up’ button at the bottom of the page
- ❖ You will receive a confirmation email where you can view and edit your sign-up dates if necessary. Be sure to check your spam folder if you are not seeing these emails!

- ❖ The system will automatically send you reminders two days before your scheduled shifts.
- ❖ You do not need to create an account to use this site.

### **Week of Cancellations:**

- ❖ If you need to cancel a shift within 7 days of the scheduled date, you will need to contact the theatre directly by emailing [zmarksrowe@bstreettheatre.org](mailto:zmarksrowe@bstreettheatre.org) or calling 916-443-5391.
- ❖ DO NOT simply cancel on signupgenius.com or your cancellation will count as a no show.
- ❖ **Cancellations must be made within 48 hours of the scheduled date or the cancellation will count as a no show.** If an emergency arises that precludes you from ushering within the 48-hour period, please notify the theatre immediately.

### **Late Policy:**

- ❖ If unexpected circumstances arise that cause you to be late for a volunteer shift, you are expected to notify the theatre staff as soon as possible. Please call the Box Office at 916-443-5300.
- ❖ Lateness in excess of 20 minutes will be counted as a no-show. If you arrive more than 20 minutes late, you will not be permitted to usher for that performance.

### **No Show Policy:**

No shows will be documented. If an usher accumulates three no shows, they will no longer be eligible to usher at the Sofia.

### **What is a No Show?**

1. Failing to report on time for a scheduled shift
2. Lateness in excess of 20 minutes
3. Failing to contact the theatre if you wish to make a cancellation within 7 days of the scheduled date
4. Making a cancellation within 48 hours of the scheduled date
5. Failing to report an emergency cancellation

## **Volunteer Duties**

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**Ushers Report to the Front of House Manager:** Ushers report directly to house managers, who will assign duty stations and tasks during a volunteer shift. Tasks may vary depending on the event.

### **Check-In**

- ❖ Arrive for your shift on time and appropriately dressed. Be sure you leave time to find parking!
- ❖ Upon arrival, ushers may collect their badges, flashlights, gloves and other supplies from the designated usher area in the coat room. Personal items may be stored in this area. Do not bring valuables. B Street will not be responsible for lost or stolen items.
- ❖ When you arrive, please report to the front of house manager. The FOH manager will provide any updates and assign tasks for the evening.

## **Pre-Show**

- ❖ The lobby is open to patrons one hour prior to show-time, however, the theatre space is not open to patrons until the front of house manager announced that the house is open. This typically takes place 20 minutes prior to curtain for B Street shows, but may be sooner for concerts and events. Ushers should take care to ensure theatre doors remain securely closed prior to house open so that patrons do not enter the theatre before it is safe and ready.
- ❖ During Pre-Show, Ushers may be asked to:
  - Greet Patrons and facilitating the flow of traffic
  - Run the coat check station
  - Check patron vaccine or COVID test records
  - Direct Patrons throughout the facility and answer questions
  - Prepare program baskets
  - Check the theatre for safety and cleanliness
  - Assist with sanitizing high-touch surfaces
- ❖ This is also a good time to re-familiarize yourself with the seating chart, ask the house manager any questions you may have, and make sure you are prepared to perform your duties.
- ❖ Please take care not to disturb the actors, musicians, stage managers, interns, technicians, or other theatre employees as they prepare for the performance.

## **Seating**

- ❖ When the house is open, patrons will be directed to enter the theatre and take their seats. It is important that all ushers are in their assigned positions and ready to assist patrons.
- ❖ If stationed at one of the theatre entrances, your main duty will be to check patron tickets and direct them to the correct seat. You may also distribute programs and keep an eye out to ensure theatre policies are being adhered to. If any seating confusion arises, be sure to double check the patron tickets. If you are unable to resolve the seating issue, please direct patrons to the box office rather than attempting to re-seat them yourself.
- ❖ Ushers are expected to assist patrons with disabilities and mobility concerns. Our facility is accessible and features ADA compliant seating. In addition, we offer assistive listening devices and a wheelchair. We have an elevator and a lift in the upstairs lobby. Always be ready to help a patron and never hesitate to ask how you can be of assistance.
- ❖ Once you have helped a patron reach their seat, you may need to collect mobility devices and store them in the box office. If you do store mobility devices or medical equipment in the box office, it is your responsibility to properly label the device, retrieve it and bring it back to the patron during intermission and at the end of the performance.

**Theatre/Show:** Ironbound

**Patron Name:** Smith

**Seat Number:** Center, A-2

**Needed For Intermission?** Y N

- ❖ If patrons have concerns or complaints, you may direct them to the box office or a member of the staff.

- ❖ Once the curtain speech begins, you may find an open seat. When possible, look for a seat that will allow you to return to your position quickly and easily without having to maneuver around many patrons. We continue to seat patrons until the play starts, so do keep an eye out for anyone entering the theatre who may need assistance finding their seat. You may, in fact, be in their ticketed seat.
- ❖ Patrons who arrive after the show has begun or leave during the performance will be escorted, by the house manager, to late seating through the back of the theatre.
- ❖ Patrons are generally permitted to come and go from the theatre during concerts. Ushers should remain in their positions by the theatre entrances to ensure patrons are entering and exiting the theatre safely.
- ❖ Usher seating is subject to availability. In the event of a sold out performance, ushers may be asked to wait in the lobby during the show.

### **Intermission**

- ❖ Ushers should take their assigned positions and be ready to assist patrons, answer questions, and scan the theatre for cleanliness.
- ❖ If you need to take a break for any reason, let your fellow ushers know so that your duty station can be covered in your absence.
- ❖ Ushers should take care to point out precarious steps and ensure patrons exit the theatre and return to their seats safely. It is also important to continue to enforce theatre policy.
- ❖ If you notice any spills, messes, or areas that require restocking or housekeeping, please alert a member of our staff. If you notice anything that poses a safety risk, please alert a member of our staff.

### **Post-Show**

- ❖ Ushers should return to their assigned positions and assist patrons until the theatre has emptied. This may include retrieving mobility devices and returning them to patrons.
- ❖ After the theatre has emptied, ushers are expected to stay and help collect trash for disposal. Ushers will also collect glassware and return it to the bar. If a post-show talkback or performance is taking place, ushers will wait until the event has fully concluded before cleaning and leaving for the day.
- ❖ If you find lost items, turn them in to the box office, taking care to note where in the theatre they were found. A seat number is helpful.
- ❖ Before you leave, make sure you return your usher tag and other supplies to the usher area. Don't forget to collect your own belongings!
- ❖ If you have any comments or concerns, please bring them up to the house manager.

## **Theatre Policies**

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We rely on ushers to ensure that our policies are being enforced: Please remain alert throughout your shift and politely inform patrons of policies and request that they follow our rules. If any issue arises, please inform the house manager.



- ❖ While we do sell food and drinks in the lobby, Food is not allowed in the theatre. Request that patrons finish food in the lobby or put it away before entering the theatre. We do allow beverages in the theatre.
- ❖ There is no smoking, chewing tobacco, or gum allowed inside the theatre.
- ❖ No Backpacks, Large Bags or Strollers are permitted inside the theatre. These items should be checked at the coat room.
- ❖ Cell phone usage is prohibited inside the theatre during B Street performances. Phones should be silenced during performances. If a patron needs to use their cell phone during a performance, they may be escorted to the lobby and re-seated in the late seating area. Ushers should be alert during performances and ensure cell phones are not being used. Concerts and private events may have a different policy.
- ❖ Photography and/or filming of B Street performances is prohibited. Concerts and private events may have a different policy.
- ❖ Patrons are not allowed onstage, backstage, or in any employee only areas. These areas are easily accessible, so ushers should remain alert and ensure patrons do not access stages or employee only areas.

### **COVID-19 Policies:**

These policies are subject to change as guidance is adjusted. Please visit our website (<https://bstreettheatre.org/plan-your-visit/health-and-safety/>) or contact our box office for the most up to date information. Audiences are being notified of our health and safety policies at time of ticket purchase. Changes are communicated to audiences in advance. By purchasing tickets, audiences agree to follow our policies.

An inherent risk of exposure to Covid-19 exists in any place where people gather. By volunteering, you assume all risks, hazards, and dangers arising from or relating in any way to the risk of contracting Covid-19.

- ❖ **Proof of Vaccination or Negative COVID-19 Test is REQUIRED for all Staff, Artists, Volunteers and Audience members.**
  - Acceptable forms of proof include:
    - Vaccination card
    - Photo of vaccination card
    - Digital vaccine record (e.g., [myvaccinerecord.cdph.ca.gov](https://myvaccinerecord.cdph.ca.gov))
    - A digital record or hard copy of negative test results is also acceptable. Test must have been taken within 72 hours of the event start time.
- ❖ Because we require proof of vaccination or negative COVID test, masks will generally be optional for staff, volunteers, artists and audiences. Volunteers and audience members should bring their own mask if they wish to wear one. The Sofia is able to provide disposable masks if needed.
- ❖ Masks may be required for certain events regardless of vaccination status. It is possible that our mask policy will be adjusted if there are changes in guidance. It is also possible we would have private events taking place in the building, or particular artists who request mask wearing. In that case, A suitable mask must be worn over the nose and mouth at all times,

unless actively eating or drinking. The mask should be fitted so that it does not gap at the sides.

- ❖ All events at The Sofia will be sold at 100% capacity
- ❖ Refunds available to patrons who are sick
- ❖ The Bar & Concessions area will be open
- Snacks and beverages will be sold during events and are permitted in the lobby and courtyard. Beverages are allowed in theatre spaces, but food is never allowed
- Outside food and beverages are not permitted
- ❖ Additional Safety Measures Include:
- HVAC system that brings in outside air seven times per hour
- Hand Sanitizing Stations provided
- PPE including gloves and masks available upon request
- Glassware undergoes a two-step cleaning and sanitization process
- Digital Programs and Contactless Ticketing offered when possible. Paper tickets will still be used for mainstage plays
- Additional cleaning and sanitizing in place, including use of electrostatic sprayer

## **Emergency Procedures**

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In the event of an emergency, look to the house manager, stage manager and B Street staff for guidance. Our staff are trained for a variety of emergency situations. We rely on volunteers to help communicate instructions to patrons and ensure instructions are carried out in a calm and orderly manner.

### In Case of Injury or Medical Emergency:

- ❖ Assess the nature of the injury. If a patron requires emergency help, ensure 911 is called and alert the house manager as soon as possible.
- ❖ Keep audiences calm and in their seats. Clear the area of other patrons so the injured party is not crowded. This ensures emergency medical personnel will have access to the injured person.
- ❖ Ask if first aid is needed and act accordingly. House managers and several onsite staff members are trained in First Aid and CPR. There is a First Aid Kit located in the Box Office, backstage, and at the bar. Do not attempt to administer first aid that you are not certified to administer.
- ❖ If a patron falls, do not move the patron. If the patron insists on moving, do not restrain the patron. Do not offer the patron anything they have not requested (water, medication, etc.)
- ❖ Once the injured person has been cared for, the house manager may ask for your statement regarding the events leading up to the injury.

### In the event of a Power Outage:

- ❖ Please use a flashlight or cell phone light and await instruction from the House Manager or Stage Manager.
- ❖ Ask that patrons remain seated to await further instructions.
- ❖ Always follow the instructions given by the front of house and stage manager.

In the event of a fire:

- ❖ If you are the first to notice the fire, assess the situation. Call 911 if necessary and alert the front of house manager as soon as possible
- ❖ Know the location of fire extinguishers, but do not attempt to use a fire extinguisher you have not been trained to use. Do not attempt to put out large fires on your own. If you do not feel comfortable fighting a fire, do not attempt to do so.
- ❖ Do not use water to put out an electrical or chemical fire.
- ❖ Always follow the instructions given by the front of house and stage manager.
- ❖ Be prepared to assist in the event of an emergency evacuation

In the event of an emergency evacuation:

- ❖ Your duty is to assist in escorting patrons calmly and carefully outside of the theatre.
- ❖ Know the location of all exits and emergency exits. Review our floor plan so that you are ready to guide patrons out of the building in a safe and orderly fashion.
- ❖ Make sure you pay special attention to patrons who need additional assistance. If you have collected any mobility devices or medical equipment from patrons, these must be returned to them so they may exit the building.
- ❖ You should be the last person to leave the building. Always be aware of your surroundings and exercise care to avoid injury. Never put yourself in a dangerous situation.
- ❖ Once outside, direct patrons to the Sutter Parking Garage.
- ❖ Keep the front entrance, sidewalk, white loading zone, and back alley clear for emergency personnel and vehicles.
- ❖ Do not return to the building unless given an all-clear from an emergency personnel.
- ❖ Insist patrons be patient and wait in the garage as patrons leaving the parking garage in vehicles en masse may hinder emergency vehicles from getting to the building.
- ❖ Take statements as needed from all patrons, addressing any injured patrons first.

If you encounter an intoxicated or belligerent patron:

- ❖ Immediately inform the house manager
- ❖ Use a calm voice in speaking to the person
- ❖ Make sure other patrons remain calm and at a safe distance from any potential danger
- ❖ Offer to call a cab for a person so they may get home safely

# Mainstage Key

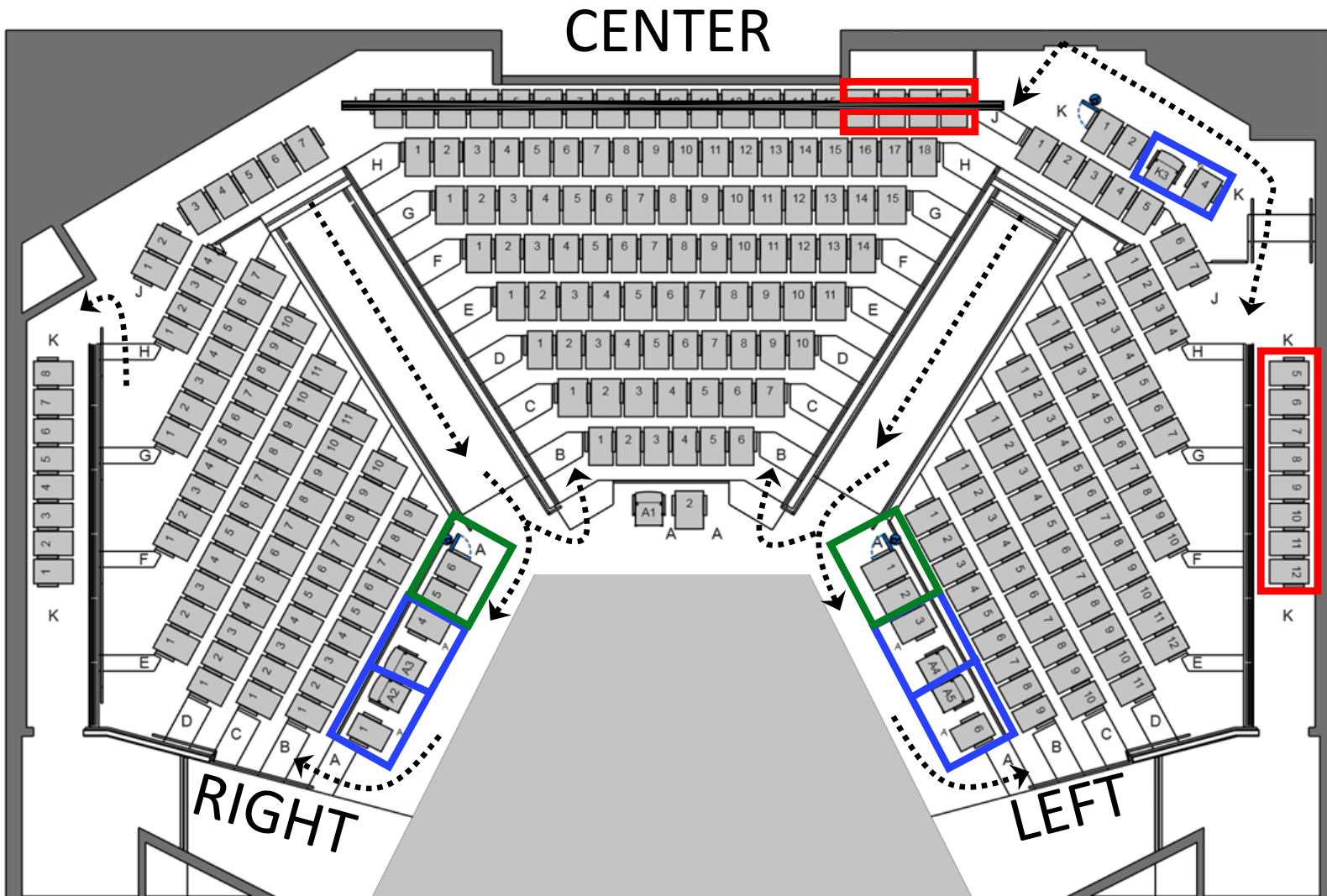
.....➔ Pathway

Late Seating

Wheelchair Space + Companion Seat

Designated Aisle Seat + Companion Seat\*

\* Accommodates patrons with mobility disabilities, with exceptions in the event of a sell out



## Seat Number Key (applies to both stages)

*Example: CE 8-9*

First Letter = Section (R = Right Section; C = Center Section; L = Left Section)

Second Letter = Row Number (A, B, C, D, etc.)\*

Number = Seat number

(Multiple seats are indicated with a dash; i.e. 7-9 means seats 7, 8 & 9)

*\*Note: Box Seats in the Sutter Theatre are rows AA, BB, & CC)*

# Sutter Theatre Key

.....➔ Pathway

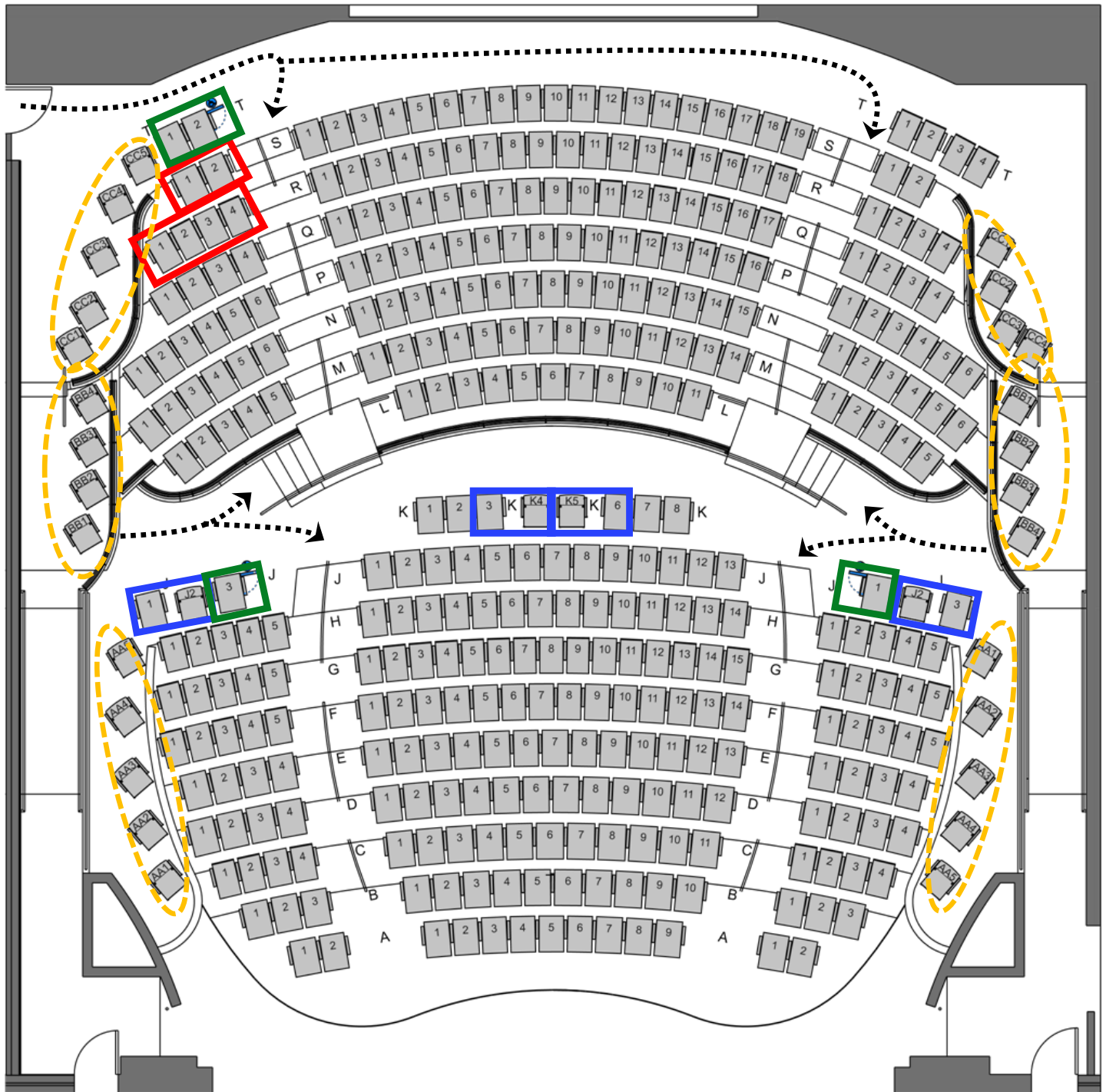
Late Seating

Wheelchair Space + Companion Seat

Designated Aisle Seat\*

Box Seats

\* Accommodates patrons with mobility disabilities, with exceptions in the event of a sell out



STAGE

EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

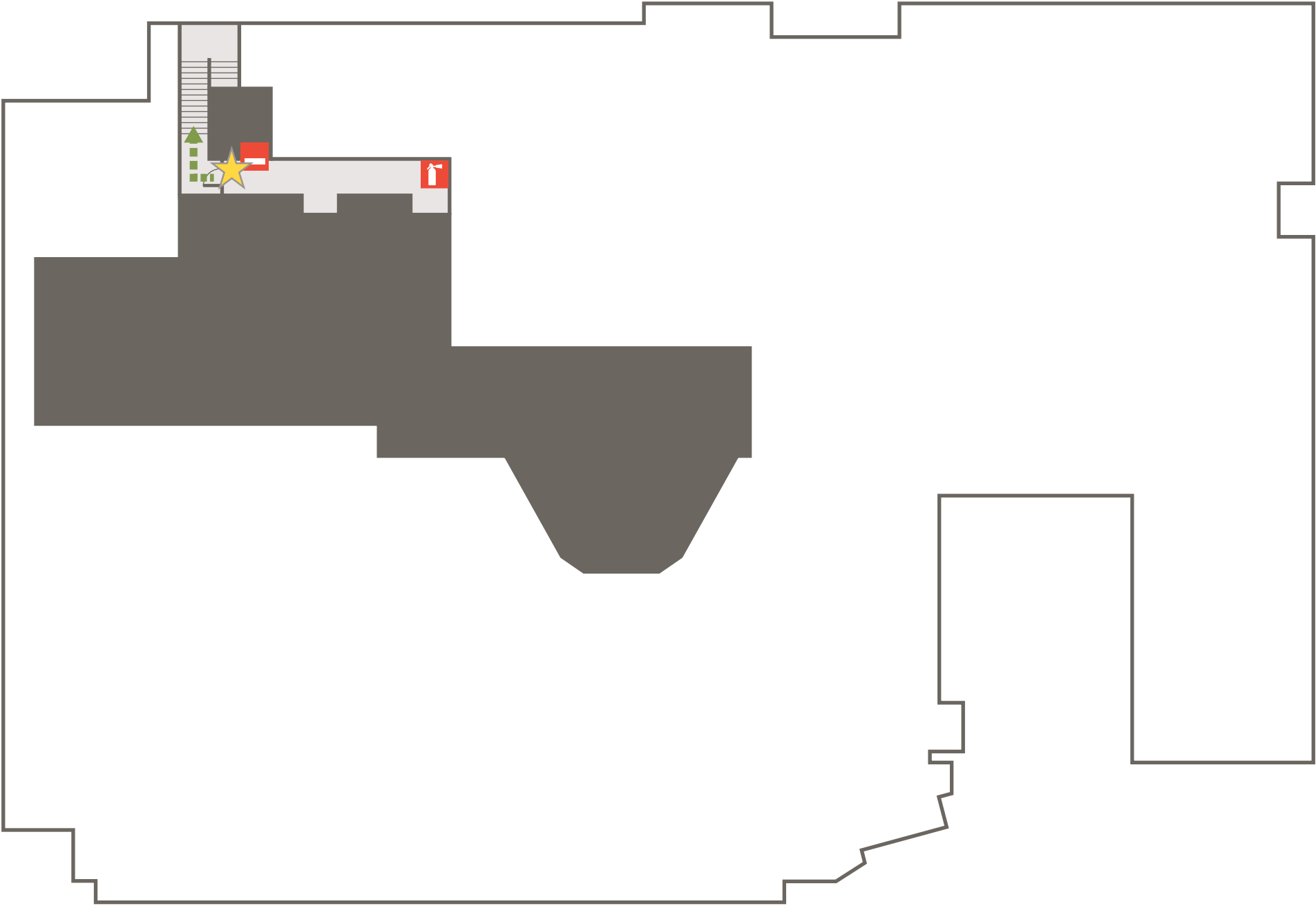
B  
FLOOR

-  YOU ARE HERE
-  EXIT PATHS
-  FIRE EXTINGUISHER
-  FIRE ALARM PULL
-  STAIRS
-  ELEVATOR

IN CASE OF EMERGENCY, PULL FIRE ALARM.  
ALARM WILL SOUND WITH A PULSING TONE AND  
STROBE LIGHTS WILL FLASH.

THE PUBLIC ADDRESS SYSTEM WILL BE USED FOR  
ANNOUNCEMENTS. LISTEN FOR INSTRUCTIONS.

PERSONS WITH DISABILITIES SHALL PROCEED TO  
EXIT STAIRWELL AND AWAIT ASSISTANCE.



CALL 911

FIRE/POLICE/MEDICAL

EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

1  
FLOOR

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EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

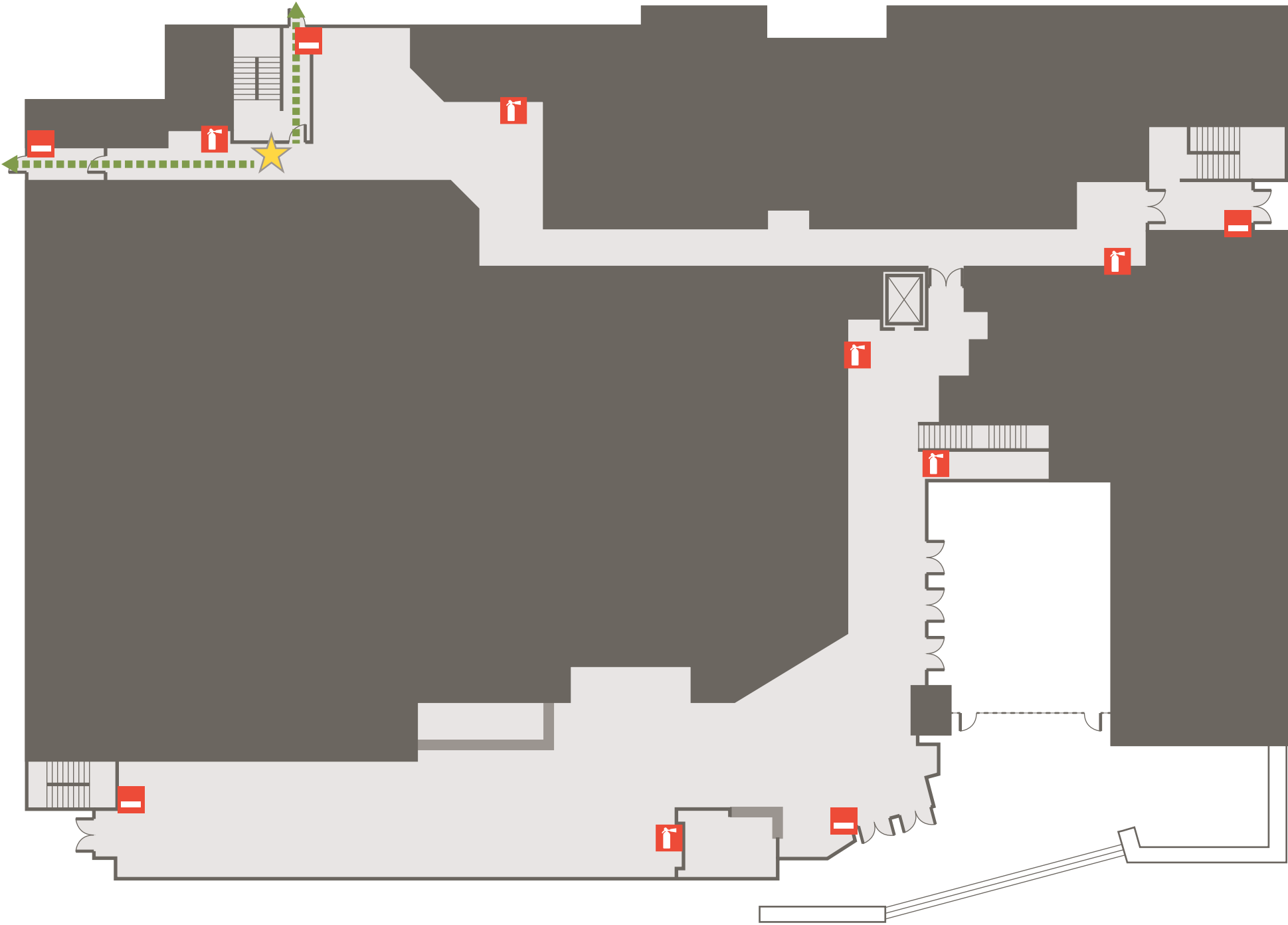
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EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

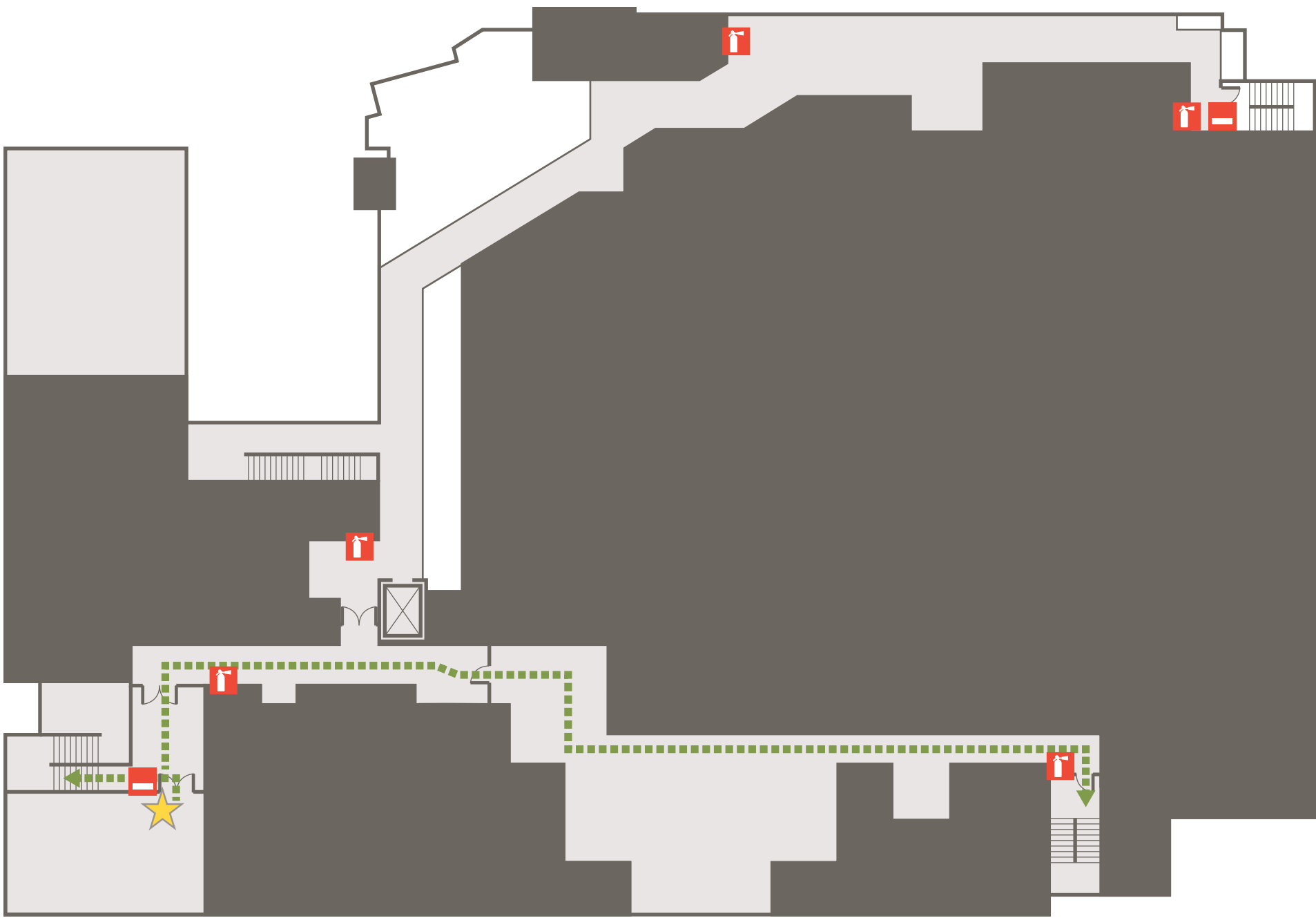
2  
FLOOR

-  YOU ARE HERE
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-  STAIRS
-  ELEVATOR

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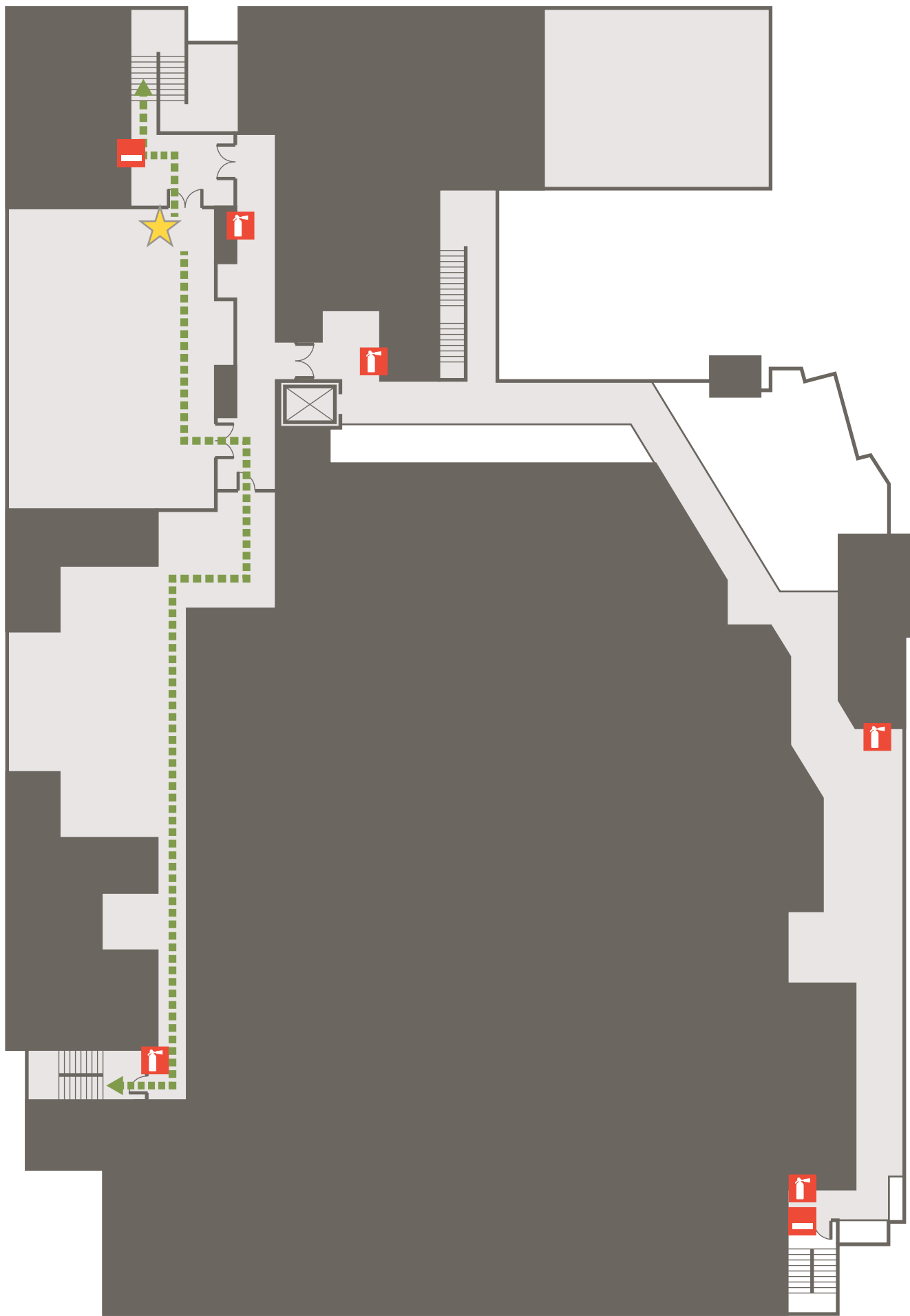
CALL 911  
FIRE/POLICE/MEDICAL

EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

2  
FLOOR



- ★ YOU ARE HERE
- ← EXIT PATHS
- 🔥 FIRE EXTINGUISHER
- 🚒 FIRE ALARM PULL
- 🚪 STAIRS
- 📦 ELEVATOR

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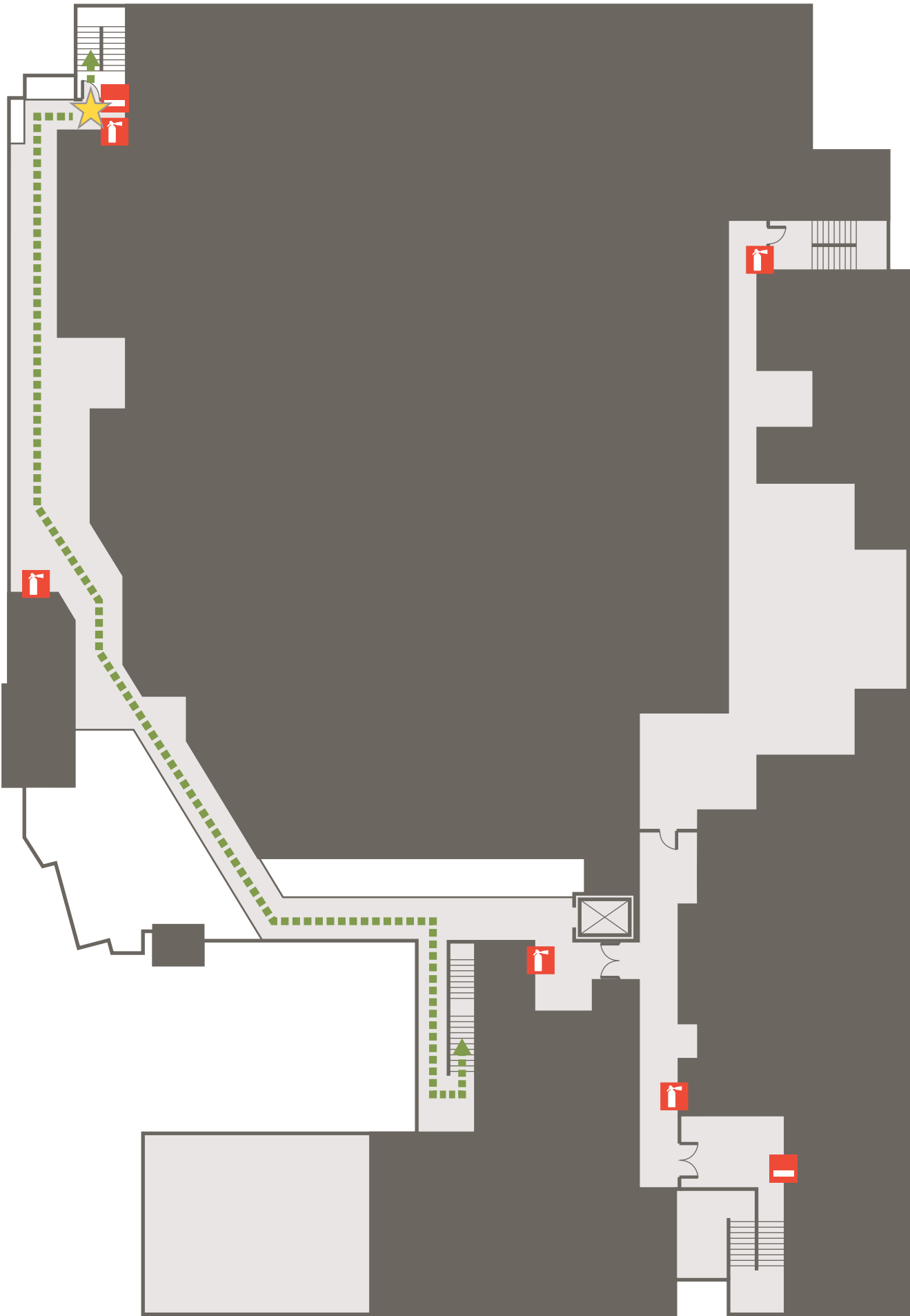
CALL 911  
FIRE/POLICE/MEDICAL

EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

2  
FLOOR



- ★ YOU ARE HERE
- ← EXIT PATHS
- 🔥 FIRE EXTINGUISHER
- 🚒 FIRE ALARM PULL
- 🚪 STAIRS
- 📦 ELEVATOR

IN CASE OF EMERGENCY, PULL  
FIRE ALARM. ALARM WILL SOUND  
WITH A PULSING TONE AND  
STROBE LIGHTS WILL FLASH.

THE PUBLIC ADDRESS SYSTEM WILL  
BE USED FOR ANNOUNCEMENTS.  
LISTEN FOR INSTRUCTIONS.

PERSONS WITH DISABILITIES SHALL  
PROCEED TO EXIT STAIRWELL AND  
AWAIT ASSISTANCE.

CALL 911  
FIRE/POLICE/MEDICAL

EMERGENCY EVACUATION PLAN

THE SOFIA

2700 CAPITOL AVENUE

2  
FLOOR

-  YOU ARE HERE
-  EXIT PATHS
-  FIRE EXTINGUISHER
-  FIRE ALARM PULL
-  STAIRS
-  ELEVATOR

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