

PATRON INJURY / ILLNESS POLICY & PROCEDURES

Passed by Board of Directors on X date.

Policy Statement

When a patron experiences an injury or illness on theatre property, emergency assistance will be provided promptly by qualified staff/volunteers, including Front of House Managers and other designated supervisors who have contact with patrons. This assistance will range from the provision of first aid to contacting 911 to arranging for assistance and ambulance service. The theatre requires that all patron injuries or illnesses, however minor, be reported to a supervisor and that a Patron Injury/Illness Report form must be completed.

All House Management staff/volunteers will be trained, during their orientation, in the appropriate steps to be followed in the event of an emergency. They will also receive a copy of this Policy & Procedures document.

At every performance and special event hosted by the theatre, a House Manager or other designated supervisor with first aid training will be on site.

Front of House will maintain a first kit for its specific use. First aid kits may not contain medications such as Tylenol, aspirin, allergy medications, etc. and theatre representatives are prohibited from making such medications available to patrons.

Procedures

Training

All Front of House Managers and supervisors who have contact with patrons will be trained, during their orientation, in the appropriate steps to be followed in the event of an emergency and will have current First Aid and CPR certification.

Assistance to Patrons

House management staff with first aid training will normally attend to minor complaints without seeking outside medical assistance. These treatments will include things such as: cuts, scrapes, minor bleeding and feeling faint due to heat.

In the case of more serious injuries, designated House Management staff/volunteers will, if requested by the patron or if the situation warrants it, call 911 and request an ambulance for the patron, or will advise the patron to seek medical attention themselves immediately.

If the patron elects not to seek medical attention, the following precautions are to be taken:

1. If the patron returns to the theatre auditorium, a designated usher will observe the patron during the performance to ensure that the situation does not escalate.
2. If the patron decides to rest in the lobby or another designated space, they should be offered the option of having an usher sit with them until they are ready to return to the performance in progress. If they decline the offer, they should be permitted to rest undisturbed, but observation should be continued.

It is imperative that House Management staff/volunteers endeavor to make the patron most comfortable and provide superior customer service in all situations.

Accident

In the event of any accident involving injury or potential injury. Front of House Managers and other designated supervisors who have contact with patrons are required to complete a Patron Injury/Illness Report at the time of the accident or occurrence. The report must contain the following information:



1. Name and address of the patron involved.
2. Location of accident, nature of injury, exact details as related by the patron.
3. Staff/volunteer's observations of the conditions, time of accident, weather conditions (if a factor) and assistance given to patron.
4. Name(s) of witness(es).
5. Name of first aid provider and first aid treatment or advice provided.

Reporting System

The theatre requires that all patron injuries or illnesses, however minor, be reported to a supervisor and a Patron Injury/Illness Report form must be completed. The original report shall be filed in a pre-determined front of house location and a copy forwarded to the designated theatre worker who oversees health and safety for the company.

Supervisor Responsibility

The supervisor will:

1. Ensure first aid is given immediately by a trained First Aider.
2. Ensure that a Patron Injury/Illness Report is completed including first aid treatment/advice given to the patron. The original shall be filed in a pre-determined front of house location and a copy forwarded to designated theatre worker who oversees health and safety for the company.
3. If the person needs health care (more than first aid treatment/advice), advise the patron to seek medical assistance or arrange immediate transportation to a hospital by calling an ambulance. When any doubt exists, call an ambulance (911).
4. If a patron refuses to have an ambulance called, against the advice of the supervisor, ensure that the Ambulance Refusal Form is completed and signed.
5. If the patron elects not to seek medical attention, the following precautions are to be taken:
 - If the patron returns to the theatre auditorium, a designated usher will observe the patron during the performance to ensure that the situation does not escalate.
 - If the patron decides to rest in the lobby or another designated space, they should be offered the option of having an usher sit with them until they are ready to return to the performance in progress. If they decline the offer, they should be permitted to rest undisturbed.
6. The supervisor must ensure that a Patron Injury/Illness Report be completed, including the first aid treatment/advice given to the patron. The original report shall be filed in a pre-determined front of house location and a copy forwarded to the designated theatre worker who oversees health and safety for the company.

ADDITIONAL REQUIREMENTS IF YOU ARE A THEATRE WITH PAID STAFF IN ONTARIO

First Aid Requirements under WSIB Regulation 1101

All employers covered by the Workplace Safety and Insurance Act are required to have first aid equipment, facilities and trained personnel in all workplaces. Each first aid station shall contain a first aid kit stocked according to the WSIB regulations. See "First Aid Training" information.

Requirements Under the Occupational Health & Safety Act (OHSA)

All professional theatres or theatres with paid employees are subject to the requirements of the Occupational Health & Safety Act (OHSA) in terms of notifying the Ministry of Labour when a critical injury or death occurs on theatre property:

1. Notice of death or injury "*Where a person is killed or critically injured from any cause at the workplace, the constructor, if any, or employer shall notify an inspector, and the committee, the health and safety representative and trade union, if any, immediately of the occurrence by telephone, telegram or other direct means and the employer shall, within 48 hours after the occurrence, send to a Director a report of the circumstances of the occurrence containing such information and particulars as the regulations may prescribe.*" All critical injuries and deaths (including volunteers and patrons) that occur on theatre property must be reported to the Ontario Ministry of Labour. If the injured person is not paid (for example a patron, volunteer or unpaid student), you must make this stipulation to the Ministry of Labour when the accident is reported. Report to the Ontario Ministry of Labour (there are different contact numbers for each region of Ontario).

2. Preservation of wreckage *“Where a person is killed or critically injured at a workplace, no person shall, except for the purpose of,*
- (a) saving life or relieving human suffering;*
 - (b) maintaining an essential public utility service or a public transportation system; or*
 - (c) preventing unnecessary damage to equipment or other property, interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by the inspector.”*

Definition of a “critical injury” by the Occupational Health and Safety Act (Regulation 834):

“An injury of a serious nature that,

- places life in jeopardy;
- produces unconsciousness;
- results in substantial loss of blood;
- involves the fracture of a leg or arm, but not a finger or toe;
- involves the amputation of a leg, arm, hand or foot, but not a finger or toe;
- consists of burns to a major portion of the body; or
- causes the loss of sight in an eye.

If there is any doubt as to whether an injury is a critical injury, call the Ministry of Labour and ask the Inspector for clarification.