

CITY. OPERA. HOUSE

Volunteers: What to do if there is an injury, fall or other patron emergency.

Occasionally a patron may fall, become injured, or have a medical emergency. In your role as a Volunteer on duty, you are considered an employee of City Opera House. The following Policies are to be followed. Please make yourself familiar with them.

- #1 STAY CALM. Inform the House Manager ASAP.** Recruit another volunteer (or a family member or concerned patron if no volunteer is available) to stay with the person if you have to leave the immediate area to locate the House Manager.
- #2 Direct patrons** away from/around the area as circumstances allow to protect the privacy of the patron.
- #3 Do not touch, move or minister to the person.** Moving the person could increase the injury. Do not give or administer any food, water or medications. Allow the House Manager or family to take this initiative.
- #4 Help the House Manager “manage” the scene.** Stand by until you are asked by the House Manager to return to your post, or to do another task.
- #5 Do not converse with the affected person about the event.** The House Manager will handle this. However, make a mental note of comments made *to* you, as you will be asked to fill out an anecdotal incident report.
- #6 Do not converse with the patrons about the event.** The House Manager will handle this. Speak calmly and ask patrons to return to their seats. However, take note of individuals who witnessed the event so that you would recognize them and be able to point them out to the House Manager.
- #7 Do not discuss the event with others before you fill out an incident report. Fill out an Incident Report before leaving COH.** Talking about others’ observations and opinions (and listening to theirs) can color and influence your perceptions and memory of an event. Do not discuss anything with anyone other than the House Manager (or the Police or EMTs *if specifically requested*) until you have completed your Incident Report.
- #8 Do not engage in casual conversation about the event after the fact.** This includes on the premises of COH as well as casual conversations outside the building. Conversations can be overheard and interpreted, and the impact of this can be significant.
- #9 Address any concerns you have** to the Volunteer Coordinator or Director of Operations of the City Opera House.