

EMERGENCY GUIDE (THE RED CARD)

LAST UPDATED 20.05.26



In an emergency call 999

Designated Safeguarding Lead: 07597363134 (Jen)

Chairperson: 07766064007 (Sharon)

Vice-Chair: 07986969184 (Kayleigh)

Connaught Hall Contact: 07780600945 (Pete)

Venue Address: Connaught Hall, Station Road, Attleborough. NR17 2AS.

What3Words: ///dashes.taxed.choirs (Main Hall) ///year.acclaimed.habits (Francis Room)

Defibrillator Location: Connaught Hall, outside of main hall doors on the right.

First Aid Kit Locations: One will be at the Registration Station; one will stay with a named Chaperone.

In any emergency:

1. Stay calm
2. Prioritise safety
3. Contact the emergency services if required
4. Inform responsible people as soon as possible
5. Record incidents appropriately

FIRE AND EVACUATION

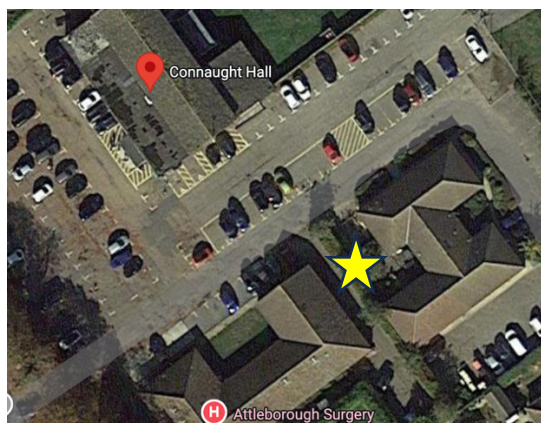
If you discover a fire:

- Raise the alarm immediately by activating the nearest fire alarm or shout **“Fire! Fire! Fire!”**
- Alert the Fire Marshal, or if unable to, call **999** and ask for the fire service.
- Do not attempt to tackle the fire unless it is safe and you are trained to do so.
- Once safely evacuated, inform the Chair or Vice-Chair immediately.

If the fire alarm sounds, or you are asked to evacuate:

- Stop any activity immediately.
- Calmly exit the building using the nearest safest exit, following the Fire Marshal’s advice.
- The Fire Marshal, Designated Safeguarding Lead or Committee will bring the Emergency Pack and Register.
- Do not stop to collect personal belongings.
- Assist others only if safe and appropriate.
- Proceed to the assembly point **opposite the Francis Room outside the Doctors.**
- Report any missing persons immediately.
- Do not re-enter the building until the Fire Marshal says it is safe to do so.

ASSEMBLY POINT:



MEDICAL EMERGENCY

If someone becomes seriously unwell or injured:

- Stay calm and assess the situation.
- Immediately alert the qualified first aider – **do not administer first aid if you are not qualified.**
- Call **999** if urgent medical assistance is required.
- Keep the person safe, calm and reassured and do not allow people to crowd round.
- If a young person is injured, a chaperone **must** stay with them.
- Do not move the casualty or give food, drink or medication unless appropriate or authorised.
- A second chaperone should escort all young people to another room.
- Ensure emergency access routes are clear.
- Contact the Chairperson as well as the parent/guardian/emergency contact when appropriate.
- Ensure the incident is recorded in the accident book after the situation is safe.

Defibrillator Location: Connaught Hall, outside main hall doors on the right.

First Aid Kit Locations: One will be at the Registration Station; one will stay with a named Chaperone.

MENTAL HEALTH OR WELLBEING

If someone is experiencing distress, anxiety, panic, overwhelm or a mental health crisis:

- Stay calm and speak in a reassuring way and take the concern seriously.
- Alert a mental health first aider who can take over and assist.
- Move to a quieter, safer space if appropriate. Under 18s **must** be with a licensed chaperone.
- Ask what support they need and listen without judgement.
- Remain with the person if safe and suitable until support arrives.
- Contact a parent, carer or emergency contact where appropriate.
- **If there is an immediate risk to the person or others, call 999.**
- Inform the Designated Safeguarding Lead immediately on **07597363134** (Jen).
- Record the incident as soon as it is appropriate to do so.

SAFEGUARDING CONCERNS

If someone tells you about a concern, you should:

- Stay calm, listen carefully without interrupting and take what they say seriously.
- Reassure them that they have done the right thing by telling someone.
- Explain that you may need to pass the information on to keep them, and others safe.
- **If a person is at immediate risk of harm, call 999.**

To report a safeguarding concern:

- Write down as much information as possible, including the names of the people involved, where and when it happened, if there were any witnesses and what happened.
- Call the Designated Safeguarding Lead (Jen) immediately on **07597363134** and email safeguarding@attleboroughplayers.co.uk with all the information you have.
- Follow the Designated Safeguarding Lead's advice and take no further action unless they tell you to, ask questions if you are unsure.
- Keep the information confidential and do not share with people who do not need to know.

INCIDENT DURING A PERFORMANCE

An incident during a performance is any situation which may place cast, crew, volunteers or audience members at risk, including technical failures, medical emergencies, disturbances, security risks, safeguarding concerns or unsafe conditions.

Situations that require a full evacuation of the venue must follow the fire and evacuation guidelines above.

If a serious incident occurs during a performance:

- The Stage Manager will loudly say **“CLEAR STAGE, CLEAR STAGE”** to signal the show to stop.
- All cast onstage should stop and leave the stage instantly via the nearest backstage exit.
- The Stage Manager, if safe to do so, will walk onstage signalling an **‘X’** above their head to alert all Front of House and Tech, also communicating through backstage comms, where available.
- The curtain should be closed and all venue lighting switched on, if it is safe.
- Emergency services should be contacted if required.
- **Do not put yourself at immediate risk or danger.**
- All cast/crew will immediately report to the **Francis Room** and stay there until told otherwise.
- The Stage Manager will take charge of backstage operations and the immediate response.
- Front of House staff are responsible for keeping the audience calm and safe.
- The Chairperson or Vice-Chair will give the first initial announcement, if safe and appropriate: **“We are temporarily halting this performance due to a technical failure/safety issue/disturbance – we will update you in due course, please stay seated”**
- The DSL is responsible for the register and ensuring all cast are accounted for.
- No member or crew should make any announcements, statements or comments to the audience, public, online or via any media unless authorised to do so.
- Any official announcements should only be made by the Chairperson or Vice-Chair, or a person delegated by them.
- Members should remain calm and follow instructions from the Committee.
- The performance should not resume until the situation has been assessed and the Committee, Stage Manager and Front of House Manager have met and confirmed it is safe to continue.
- The incident should be logged afterwards.

SAFETY

For everybody’s safety we must:

- Ensure every single member signs in and out of the venue **without fail**.
- Keep the front door locked during rehearsals and leave the key in the door.
- Fully risk assess every rehearsal, performance and event.
- Always hold valid insurance that covers all the activities being undertaken.
- Report and keep a written log of all accidents, injuries, incidents or near misses.
- Always keep fire exits, escape routes, walkways, wings, fire doors, emergency equipment, electrical panels and access points clear.
- Only allow people to use equipment, tools, staging and engage in manual handling if they are authorised and trained to do so, and are fully paid members covered by our insurance.
- Restrict areas, such as backstage or technical areas, when it is unsafe to enter.
- Only allow members in appropriate clothing and footwear to attend rehearsals, get-ins and performances.
- Never ask or force someone to do any task we, or they, believe to be unsafe.
- Challenge unsafe behaviour appropriately and report serious concerns immediately.

AFTER ANY INCIDENT...

1. Does the appropriate responsible person know? (*i.e. Parent/Guardian, DSL, Chair, Committee*)
2. Have I recorded what happened clearly, accurately and without assumption?
3. Is there anything that needs to change to prevent this happening again?