

Plymouth Multiple Auditorium Kingdom Hall

Operating Manual

We present here specific information on the use of the Plymouth Multiple Auditorium Kingdom Hall for Circuit Assemblies.

We will run through instructions and information for specific departments in line with the Circuit Organisation Guidelines - March 2013. We will run through the departments as they appear in the Guidelines.

Plymouth MAKH is designed for the Departments to run with minimal impact on volunteers, allowing them to enjoy as much of the programme as possible. Hence there is little room in the Departments for teams to be located - the intention is that teams sit in the Auditorium and enjoy the spiritual programme, with only the minimal number on duty, or sat in seats known to the Attendants Department so they can be called upon in case of an emergency or when needed.

Accounts

Next to the District Overseer and Circuit Overseers office is the Accounts Office. This room is designed to be occupied by two members of the accounts team - there is not enough room for anyone else. There is no monitor or speaker in this room as it is designed to be used as specified, only when circuit funds are being handled, with enough space for counting cash. The door can be locked from either side. No personal bags are to be brought into this room.

The office furniture has been set in place, please do not move.

There are three contribution boxes in the building, two on the side walls near the sound consuls, and one in the foyer, next to the cloakroom.

You must not bring free standing boxes to the Plymouth MAKH - these pose a safety hazard in the event of evacuation and a security risk.

The slots for contributions are at the back of the boxes - which will have the correct signs in place for the assembly weekend. These boxes are locked and do not need a security presence.

There is a small safe in the Accounts Room for the storage of Circuit money during the day.

Attendants

The Attendants Department operates out of the Cloakroom. At least the Attendants Overseer, his Assistant or another responsible brother need to be in attendance at this location at all times.

The Attendants Overseer needs to ensure that his whole team is fully conversant with the Emergency Plan for

the Plymouth MAKH. The Captains for each area have to be fully conversant with the evacuation routes for their area, and secondly throughout the auditorium.

All Attendants need to sign in, collect their supplied Badge and if on an Evacuation team a Hi-Vis jacket.

The Overseer should have a very brief meeting with Attendants, to familiarise them and update them on their duties in the hall. All this before the doors are opened to allow access at 8 am.

All Volunteers and their families can come in before 8 am by using the Fire Exit door at the North Side of the building. An Attendant will need to be on duty here as soon as the building is opened to allow for and control access.

There are set places for Attendants to be stationed. An Attendant should also be stationed by each Fire Exit, they will open up Final Exit Three and Final Exit Four in an event of an Evacuation.

In an evacuation Attendants stationed in the Foyer will need to fully open all the Main Doors and all Final Exit Two doors.

The Attendants Overseer needs to ensure he acts in line with the Personal Emergency Evacuation Plan policy for the Plymouth MAKH, for the disabled and those with limited mobility. You need to check if such individuals are happy to be under your direction in case of an Evacuation. You also need to confirm that they have a carer who can help them to Evacuate, if not an Attendant will need to be assigned to go to them to help them Evacuate the building. The Evacuation details are in a separate video presentation.

All Attendants need to be aware of trip hazards and blockages in the Evacuation Routes - ask brothers to keep bags under seats and not in the walkways. They also need to work with other Department Overseers in ensuring the safety of attendees. If a spillage happens, Attendants should call the Cleaning Team to deal with it.

Reserved signs need to be placed on seats for Baptismal candidates on the morning of the Baptism.

Also Attendants need to reserve seats beside wheel chair spaces so carers and families can sit with them. Take note of the Wheelchair spaces throughout the hall, if you know how many Wheelchair spaces are likely to be needed, plan ahead as to which ones will be used.

The largest area for wheelchairs is at the back of the wings of the halls, with the row of seats behind needing to be reserved for carers and families.

If brothers and sisters have walking frames these can be placed in a wheelchair spaces, next to the user - or in the wheel chair areas at the back of the hall.

After the morning session's concluding song Baptismal candidates need to be directed through the door to the left of the Platform (as you face the Platform) to access the changing area and rear corridor.

During the Baptism the Attendant team needs to also be aware of brothers standing in front of the pool obscuring the view of others and the Auditorium Camera.

Other points of concern - Attendants need to make sure Pinch Points do not build up at the back of the hall and in the Foyer - areas where brothers can stop and gather, restricting the movement of other Attendees. Kindly ask those causing the obstruction to move towards a wall or the seats to allow egress.

Pushchairs should not be allowed into the Auditorium - use Auxiliary Rooms 2 and 3, making sure there is enough space to not only store pushchairs but to allow parents if needed to access and use them for sleeping infants. These rooms are ideal for all parents with young children to use, reducing the impact of disturbance for others.

Auxiliary rooms 1 and 4 can be used for those with special needs and the elderly.

No loose chairs should be placed anywhere where they could cause a safety hazard in the event of an evacuation. No loose chairs are to be used in the Foyer - the Attendants should kindly ask for brothers who try to use any to remove them.

Blinds in each ancillary room will be left open, and will need to be left open throughout the assembly so brothers and sisters can benefit from using these rooms.

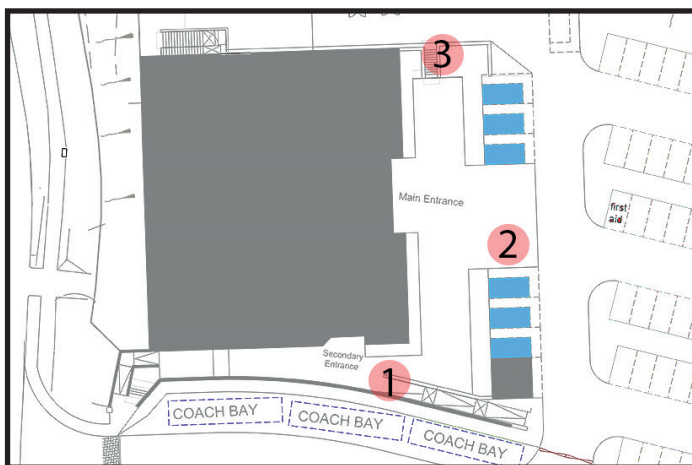
Please do not under any circumstance lock the Auxiliary rooms from the Foyer - they must be kept open to allow brothers and sister to benefit from the space.

Attendants need to be monitoring these rooms at all times to ensure they are used inline with the above directions.

Garden chairs, reclining seats and any other chair or table must not be brought into the facility, the hall, auxiliary rooms, foyer or departmental locations.

During the assembly the Attendants team need to monitor activity outside the building at all times, but particularly outside of session times. Children must not be allowed to get into dangerous situations, for example by running on top of the walls, climbing over the railings, or climbing on the bollards outside the main entrance,

or through the car park. You will need to have Attendants monitoring these areas:



Baptism

Now we turn our attention to the Baptism Department. The team that prepare the hall for the assembly will have set up the changing cubicles in the rear corridor.

As the Baptism talk is taking place make the final preparations - laying out the matting, placing a towel on the Threshold of the door into the pool. The Door allowing access from the rear of the Platform to the pool must be kept locked until the final song of the morning session - there is no need to keep unlocking this door to check as it will cause a disturbance to those in the hall in the front rows enjoying the programme.

The door for Baptismal Candidates to gain access to the rear corridor should be unlocked from the Rear Corridor side during the final song of the morning session.

Sisters cubicles are to the left as they enter from the auditorium, where there is a mirror and hairdryer for their use. Brothers cubicles will be up the steps to the right and behind the platform, adjacent to the baptism pool door, this offers privacy.

Wait until all candidates are changed and ready before commencing Baptism, allowing for a smooth flow and preventing unnecessary entrance and exit from the pool and excess spillage of water in the corridor.

The brothers and sisters clothes can be left in their respective cubicles, but if more than six Candidates are to be baptised their clothing can be stored in the supplied boxes.

Towels, shorts and T Shirts are available for those who have forgotten them, or do not have them, please only use when needed. If they are used afterwards they can be placed in the supplied bin for cleaning.

After the Baptism the wet areas need to be mopped, the

mats rotated and replaced back under the cubicles from which they were taken, allowing them to dry. Leave the cubicles in place.

The water temperature of the Baptism Pool is monitored and controlled by a team from the building.

It is important that at least seven days before the assembly you inform the Chairman of the Kingdom Hall Operating Committee of how many will be getting baptised and if any candidates will need special access provisions to get into the pool.

Cleaning

The Cleaning Team work out of the cleaning cupboard, which is a very restricted space and hence does not need to be manned. Everything needed to clean and re-supply is stored here. The on duty team can let the Attendants Department know where they are located in the Auditorium so they can be contacted if needed during the sessions.

The Cleaning protocol and schedule is clearly displayed in the Cleaning Cupboard, please follow this. In the event of any shortage of supplies at the start of the assembly please contact the KHOC Chairman via your assembly overseer.

An on duty Cleaning Team need to be available at all times, all though most of the cleaning will take place at the end of the day once most attendees have left.

As brothers and sisters will be eating in their seats at Lunch Time, a team should be ready to react to spillages that are likely to happen during this period. Towards the end of Lunch please check and provide a clean of all areas as needed.

The Cleaning Team need to make sure they check and resupply the toilets and other areas, while also noting the supply level for other materials that they need to use. Leaving a checklist for needed resupply in the cleaning cupboard.

At the end of the day make sure all mops and cloths are clean, and all equipment is properly stored.

Rubbish should be bagged and taken to the large bin by the stairs to the north of the building - opposite the Plant Room.

First Aid/Mothers and Babies

The First Aid room in the Foyer is stocked with everything required to administer emergency first aid only. If the situation is serious an individual must be dealt with by professional health care operatives, either at hospital or when attending in an emergency.

The room is small and is designed for the minimum First Aid cover. A team of two need to be on duty at all times, but the room does not have a monitor or speaker so let the Attendants Department know where you are located in the body of the Auditorium so you can be called when needed.

A First Aid log for the Plymouth MAKH is kept in this room and, along with the Circuit Assembly Log, needs to be filled out with any instances.

There are two rooms for Mothers and Babies - A Baby Feeding Room for nursing mothers and a Baby Changing Room.

If possible only one Sister needs to be on duty for both mothers and babies rooms, hence run a team in shifts so the team can benefit as much as possible from the programme - possibly an hour or half-hour shift. This may need slight adjustment, dependant on the number of babies in the circuit.

Do not plug any device into the electrical sockets in this room, including kettles, if a device is definitely needed to be plugged in, please inform the KHOC beforehand so the device can be PAT tested.

No loose chairs are to be placed in Foyer - they must be kept within the department.

Cloakroom and Lost and Found

A member of the team needs to be on duty at all times. There are tickets available at the desk for storing coats and personal items. Any lost and found items can be stored and reclaimed from here. Please make sure any unclaimed items are removed from the Plymouth MAKH at the end of the Assembly.

Do not plug any device into the electrical sockets in this room, including kettles, if a device is definitely needed to be plugged in, please inform the KHOC beforehand so the device can be PAT tested.

There is a monitor and speaker so they can enjoy the programme - this space is shared with the Attendants Department.

Platform

The equipment needed for the Platform will be available for you to set up the platform.

Be careful when handling all Platform Equipment and Microphones.

To adjust the Swan Neck microphones, gentle adjustment to the stem is important. Using the main microphone stand to set the correct height, with only minor

adjustments to the stem then required.

The Current Theme Text Banner will have been set in place ahead of your Assembly. If a Projector or Screens are required consult with the Sound Department.



Parking

The Parking Department will oversee parking facilities. Parking attendants must not direct cars off or onto public streets. They should only direct cars within the hall premises, and even then, there is liability and responsibility involved.

Only mature brothers should be used as parking attendants. It would be best if they are elders or ministerial servants. It is suggested that any assigned brother under 20 years of age should also be a ministerial servant, since good judgment is required if individuals become difficult to deal with.

All parking attendants must wear at minimum a shirt, tie, and trousers. A suitable hat and umbrella may be useful. High-visibility safety vests must be worn.

The Car Park needs to be staffed by parking attendants from 7.30am until all vehicles have departed after the days programme. During the morning rush period, a sufficient number of parking attendants should be stationed at the entrance and throughout the lot to give proper direction to drivers on where to park.

Most, if not all, circuits will issue tickets for parking, check that these are displayed.

Remember to direct all vehicles to reverse into the parking spaces, making it far safer when they leave and pedestrians, particularly children will be walking throughout the lot.

During the evening rush period, a sufficient number of parking attendants should be stationed throughout the parking lot to control traffic and direct drivers to the exits.

Parking attendants also direct those with Disability Blue Badge to the disabled parking spaces at the front of the hall. No one else is to be allowed to park in these

reserved spaces.

Coaches should drop off their passengers in the coach bay at the south side of the hall, the passengers can then go through the small gate and down the ramp into the side entrance into the auditorium. This prevents them entering the car park and a potential mix between pedestrians and cars.

If any coaches are remaining on site they can be parked on the access road and in the coach bay - they must not travel through the car park to turn around. Instead use the hammer head to reverse - car park attendants need to monitor and control this activity to make sure the brothers are safe.

Assigned in pairs and working in rotation, parking attendants are required to monitor the parking areas controlled by the assembly to prevent vandalism and theft, especially during the programme, and to remain until the lots are empty.

If vandalism or theft is observed, they are to contact the assembly overseer or his assistant immediately and he will contact the police. The parking overseer should also be informed immediately.

Children should not be allowed to play in the parking lot at anytime.

Sound Department

The sound equipment is installed and will be ready for use - please make sure you review the provided video regarding operating the sound and video equipment before each assembly.

The circuit overseer should make sure that the Sound Department receives the music recordings provided by the branch office. Once the circuit event has concluded, such files should not be retained by anyone for personal use.

Only the brothers assigned to operate the sound equipment and controls should be at that location. A brother should be assigned to monitor the sound equipment at all times in the event an emergency arises and the sound system is needed.

The background music played just prior to the start of the program should not be so loud that brothers need to raise their voices to be heard in conversation. Likewise, the volume of the music used to lead the audience in singing should not be so soft that it is difficult for some to sing out in a heartfelt manner. Neither should it be so loud that it drowns out the voices of the audience.

Brothers who handle the sound equipment should always remain alert and attentive to their assigned duties in this matter.