

# MAGWest Security Procedures

**When in doubt, call 911.**

**FLARE** (our volunteer security) can be recognized by their **red vests**.

**Contact FLARE** via radio or text/call the Security Hotline, 1-833-337-8732 (1-833-FEST-SEC).

## How To Report A Crisis:

- **In-Person** to FLARE, DoubleTree Employees, Uniformed Police/Fire/EMS
- **By Radio** (Radio Protocol will be determined and shared with those who use radios)
- **On Slack** in #west-security
- **Via Text/Call** to the Security Hotline: 1-833-337-8732 (1-833-FEST-SEC)

Reporting  
↑

## Chain of Communication

Police / EMS  
FLARE  
DHs & Trained Crowd Managers  
Other Managers  
Floor Staff  
Attendees

↓  
Directing

## A Crisis Will Be Announced:

- **On Slack** @channel in #west-general
- **By Radio** on all channels
- **In-Person** from Manager, Department Head, or FLARE where available

A Crisis should be identified by its **location** and by its **level of severity**, indicated by the color-coded alert levels on the back of this sheet. For example:  
"I'm reporting a yellow alert in the Sierra Ballroom. There is a male in a blue shirt and black pants having an asthma or anxiety attack."

**FLARE generally acknowledges reports within 0-3 minutes.**

**The responder will communicate if any further action is required from you, and will dispatch the appropriate personnel to the Crisis.**

## IF AN ATTENDEE REPORTS A SAFETY ISSUE TO YOU

- **Listen first.** If an attendee is actively experiencing an issue, they may have difficulties explaining what's going on. Make sure you listen carefully to identify the issues and how you should respond.
- **Repeat what you've heard.** Repeat what you believe the attendee to have said and make sure you understand them clearly.
- **Report and Resolve.** As is needed to resolve the issue, relay to FLARE or your area's manager.
- **If needed, relay attendee to a trained report taker.** In some cases, an attendee might need help that you aren't able to provide, and that's okay! We have trained report takers who can help. In these cases, your job is to facilitate connecting your attendee to FLARE, STOPS, or an Event Chair. If you sense an issue might require a report taker, please don't try to take a report on your own! It's easiest if a possible victim only has to tell their story once, and to as few people as possible.

## IF AN ATTENDEE IS UNCOOPERATIVE

- When in doubt, or if you don't feel comfortable interceding directly, **CALL SECURITY!**
- If you do step in, **ask another staffer to back you up.** If needed, they can call security while you de-escalate.
- Lower your volume and relax your body language. Move to a quieter place if possible.
- **Remember, there's no need to debate.** Your role is to communicate the rules and procedures as they exist.
- Ask if they are willing to walk with you (or another staffer) to security. Or ask how they would like to see the issue resolved.
- Obtain a **picture, name, and/or badge number** if you can. Do not touch them physically or take their badge.

Failure to report a crisis, giving conflicting instructions, or delaying in disseminating instructions can have serious consequences during a Crisis. Please defer to FLARE in all cases.

## Yellow Alert

An incident that is confined to a small area. EMS and/or Police may be needed.

Examples:

- Minor medical emergency (broken bone, allergic reaction, altered mental state, etc.)
- Minor illegal activity (unauthorized sales, soft drug use/possession, etc.)
- Verbal altercation
- Suspicious bag left unattended

Action:

- Report incident to FLARE
- Quarantine and deny attendee access to area
- Guide responders to incident

## Orange Alert

A localized incident that may increase in size and scope. EMS and/or Police should be called.

Examples:

- Major medical emergency (unconscious person, etc.)
- Major illegal activity (theft, assault, hard drug use/possession, etc.)
- Physical altercation or riot

Action:

- Report incident to FLARE
- Quarantine and deny attendee access to area, if it is safe for you to do so
- Guide responders to incident

## Red Alert

A life-threatening event that causes significant, widespread disruption and requires the evacuation of MAGFest. EMS and/or Police should be called.

Examples:

- Fire alarm
- Shooting
- Bombing
- Terrorist activity

Action:

- Call 911, then report incident to FLARE

**If the Crisis is a Yellow or Orange Crisis, and it is not in your area, you may continue operations as normal unless instructed otherwise. Do NOT go to the location of a Crisis.**

**Please do not announce a Crisis or Crisis Response on social media until it has been made public by MAGFest official accounts.**

**Take action according to your level of comfort and the level of the Crisis. Taking action may include:**

- Providing light assistance such as directing security to the Crisis.
- Avoiding the area and/or closing it off.
- Sheltering in place until the Crisis is resolved.
- Evacuating the area by directing people towards appropriate exits. Personal property should be left behind as it can be recovered later.
- In the case of an active shooter, you may need to fight to address the situation. Breaking the train of thought of an assailant by throwing objects can distract them until additional help arrives.

## OTHER IMPORTANT TIPS

- **Know your location** within the DoubleTree. Know the function space name (What the hotel calls it) and the event space name (What we call it).
- Familiarize yourself with marked exits, fire extinguishers, first aid kits, and AEDs.
- Evacuation route maps are printed on some room signage, by the room cap. Not all exits are evacuation exits; know which ones to point out to attendees in the event of an evacuation.
- Help yourself before helping others. Do not risk your own safety.
- Proactive reporting can prevent a Crisis from occurring. If you see something, say something.

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