

# Super MAGFest Security Procedures

**When in doubt, call 911.**

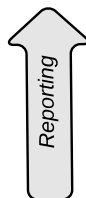
**Dorsai Irregulars (DI)** (our volunteer security) can be recognized by their **red vests and black berets**.

**Contact DI** via radio channels 1 & 2 or text/call the Security Hotline, 1-833-337-8732 (1-833-FEST-SEC). **Also on back of badge.**

**Gaylord Safety Services:** 333 on any hotel phone or 301-965-4500. **Save to your favorite contacts.**

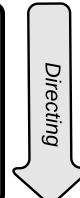
## How To Report A Crisis:

- **In-Person** to Dorsai Irregulars (DI), Gaylord Employees, Uniformed Police/Fire/EMS
- **By Radio** on channel 2 (security)
- **On Slack** in #security-questions
- **Via Text/Call** to the Security Hotline: 1-833-337-8732 (1-833-FEST-SEC)



## Chain of Communication

Dorsai Irregulars (DI)  
DHs & Trained Crowd Managers  
Other Managers  
Floor Staff  
Attendees



## A Crisis Will Be Announced:

- **On Slack** @channel in #announcements and #magsuper
- **By Radio** on all channels
- **In-Person** from Manager, Department Head, or DI where available
- **By Text** to numbers marked as Staff, if necessary

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 Chesapeake 7. There is a male in a blue shirt and black pants having an asthma or anxiety attack."

**DI 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.**

## OTHER IMPORTANT TIPS

- **Know your location** within the Gaylord (Chesapeake 7, Expo Hall D, etc.).
- 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.

## 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 the DI 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, marijuana use/possession, etc.)
- Verbal altercation
- Suspicious bag left unattended

Action:

- Report incident to DI
- Quarantine and deny 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 DI
- Quarantine and deny 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:

- Report incident to 911 and to DI

**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.

## SPECIAL NOTE ON FIRE ALARMS

Fire Evacuations at the Gaylord are not complete evacuations; they are zoned by floor or area. If you are not in an area where an alarm is going off, you may stay in your area unless instructed otherwise. Crash doors may close, separating the convention center side from the hotel side. If you hear a fire alarm, notify attendees in your area that they need to evacuate. Look for emergency EXIT signs in your area and calmly and clearly direct attendees in that direction. Lock down your area as appropriate. Gaylord staff assigned to assist with evacuations will also guide you.

Once evacuated, do not return to the area until an "all clear" is communicated via the DI or Gaylord staff. Once the "all clear" is given, staff will be the first people readmitted so they can prepare the area for regular attendees.

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