

Super MAGFest Safety and Security Information

SAFETY RECOMMENDATIONS:

- Know your location within the Gaylord. 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.
- In case of an evacuation in the Expo Hall, please guide attendees to use all Exit doors to avoid funneling traffic.
- 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 emergency impacts the entire event (e.g. fire, shooting) updates will be given via at-channel announcements in **#super-general** in Slack, over **radio channel 1 ("General")**, and verbally. Please keep radio channel 2 ("Security") clear, Security will inform "General" as soon as possible about situations.

Unless responding to immediate danger, avoid giving instructions to other volunteers or attendees until they are relayed from someone above you in the **chain of command** (see right).

If you receive conflicting instructions, default to the order in the list or confirm with the last person who gave instructions that they received an update from someone above them.

HOW TO CONTACT SAFETY AND SECURITY:

In-person: FestSec, our volunteer security team, are identifiable by their **red vests** and Public Safety (medical) by their **blue vests**.

Text/Call: 1-833-337-8732 (FEST-SEC)

Radio: Channel 2

Slack: post in #super-security-and-safety-questions

Function Space:

Camellia 3-4 (Security)

Camellia 1-2 (Public Safety)

When in doubt, call 911.

More information can be found at
super.magfest.org/security.

Major Emergency Chain of Command

- 1 Emergency Personnel (Police, EMS, Fire)
- 2 Venue Staff
- 3 Security Staff (incl. Dorsai, security coordinator, & event chairs)
- 4 Department Heads > Staff > Attendees

IF AN ATTENDEE REPORTS A SAFETY ISSUE TO YOU:

- **Listen** first. If an attendee is actively experiencing an issue, they may have difficulty 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.
- In cases of harassment or assault, an attendee might need help that you aren't able to provide, and that's okay! If you sense that an issue might require a Report Taker:
 - ◆ Offer the attendee small comforts if you can (water, a seat, the assurance you will stay with them).
 - ◆ Ask them to wait while you locate someone else.
 - ◆ Ask for a "Report Taker" using radio channel 2.
- **Resolve and/or Report.** If you are willing and able to resolve simple situations yourself (e.g. asking someone to turn down their volume), please do so. Otherwise, escalate to Security for further action.

IF AN ATTENDEE IS UNCOOPERATIVE:

- Remember, there's no need to debate. Your role is to communicate the [Event Code of Conduct](#) and procedures as they exist.
- When in doubt, or if you don't feel comfortable interceding directly, contact Security or ask someone else to do so.
- Ask another staffer to back you up.
- Lower your volume and relax your body language. Move to a quieter place if possible.
- Ask if they are willing to walk with you (or another staffer) to Camellia 3-4, where Security can work with the individual or call the MoM (Managers of MAGFest) on duty.
- Obtain a name, picture, badge number, and/or detailed description if you can. Do not touch them or take their badge.

To report an incident *AFTER* the event, you can email Safe Committee at safe@magfest.org or [file a report online](#), which can also be submitted anonymously. *Please note these resources are generally not monitored at-event. The fastest way to resolve an issue at-event is to report it directly to Security either in person or via Slack/radio.*