

# MAGStock Safety and Security Information

If someone ever makes you feel unsafe or uncomfortable at one of our events, please report it as soon as possible.

MAGFest is committed to creating a safe environment for all. Harassment and other [Code of Conduct](#) violations reduce the value of our event for everyone. We take your safety seriously.

## Pool Rules:

- Abide by the rules posted at the pool by Ramblewood.
- When there is no lifeguard on duty, swim at your own risk.

## When in doubt, call 911.

Public Safety can be found at Cabin 5/6.  
Contact Public Safety or Security via radio channel 1.

More information can be found at [magstock.org/security](https://magstock.org/security).

## Public Safety offers:

- Band-aids and basic first aid
- OTC meds (ibuprofen, tylenol, etc.)
- Quiet, air conditioned space, refrigerator for medications

## Pool Lifeguards On Duty\*:

- Thursday from 5-6pm and 9pm-2am
- Friday AND Saturday from 1-6pm and 9pm-2am
- Lifeguards are First Aid, CPR, and AED certified.

\*pending staffing availability

### 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 1.
- **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 Rules](#) and procedures as they exist.
- When in doubt, or if you don't feel comfortable interceding directly, ask someone with a radio to call Security. (If you don't immediately see someone with a radio, try Cabin 5/6, Registration, staffers on Golf Carts, or the Pool when Lifeguards are on duty).
- If you do step in, 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 Security. Or ask how they would like to see the issue resolved.
- Obtain a name, picture, or detailed description if you can. Do not touch them or take their wristband.

### If you need to report an incident *after* the event:

- You can email the Safe Committee at [safe@magfest.org](mailto:safe@magfest.org).
- Reports can also be made through [this online form](#), and can be made anonymously.