

# MAGStock Safety and Security Information

## When in doubt, call 911.

Public Safety can be found at Cabin 5/6. Security rooms.  
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:

- Basic first aid (e.g. bandages, OTC meds)
- Quiet, A/C space with fridge for personal meds

In an emergency that impacts the entire event (e.g. severe weather, fire, shooting) updates will be given via at-channel announcements in **#stock-general** in Slack, over **radio channel 1**, and verbally.

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.

## Pool Rules:

- Abide by the rules posted by Ramblewood, as well as directions from lifeguards on-duty.
- When there is no lifeguard on duty, swimming is **at your own risk**.
- Lifeguards will be on duty:
  - Thursday from 7pm-10:30pm\*
  - Fri/Sat from 11am-5pm & 7pm-10:30pm

\*hours subject to change—please check printed schedule & on-site signage for confirmation

## Major Emergency Chain of Command

- 1 Emergency Personnel (Police, EMS, Fire)
- 2 Ramblewood Staff
- 3 Managers of MAG (MOMs) - incl. employees, event chairs, & security coordinator
- 4 Public Safety & Security Staff
- 5 Department Heads > Staff > Attendees

### IF AN ATTENDEE REPORTS A SAFETY ISSUE TO YOU:

- **Listen** first. They may have difficulty explaining what's going on, particularly if they are distressed or impaired.
- **Repeat** what you've heard. Make sure you understand their issue clearly so that you can properly escalate it.
- **Resolve or Report.** If you are able to resolve simple situations yourself, **please do** (e.g. asking a campsite to turn down their volume). Otherwise, escalate to Security/MoMs for further action.
- In cases of **harassment or assault**, an attendee might need support that you aren't able to provide, and that's okay! If you sense that an issue might require a specialized Report Taker:
  - ◆ Offer them small comforts (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.

### IF AN ATTENDEE IS UNCOOPERATIVE:

- Your role is to communicate the Event Rules and procedures as they exist ([magstock.org/rules](https://magstock.org/rules)). There's no need to debate the usefulness or purpose of a rule; all attendees have already agreed to follow them.
- If you don't feel comfortable interceding directly, **radio Security on channel 1**. If your DH or area doesn't have a radio, try Cabin 5/6, registration, merch, or staffers driving golf carts.
- 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 Cabin 5/6, where a Public Safety staffer can call the MoM (Manager of MAG) on duty.
- **Obtain a name, picture, or detailed description if you can. Do not touch them or take their wristband.**

### If someone needs to report an incident *after* the event:

- They can email the Safe Committee at [safe@magfest.org](mailto:safe@magfest.org).
- Reports can also be made via our online form, available at [magstock.org/security](https://magstock.org/security). Form reports can be made anonymously.