

# EMERGENCY PROCEDURE FOR STAFF

**This procedure presumes a large event. Be sure to adapt it to fit the scope of the event you are running.**

If you are the first event staff member called to an emergency:

## STEP 1

- Assess the situation and take appropriate action (e.g. if it is a fire, locate the nearest source or water or sand) and inform/escalate to the day/night steward on duty if necessary. If you cannot leave the area, send someone else.
- If the emergency is medical, locate the nearest first responder (there will be a list at troll – familiarise yourself with this every morning in case of changes).
- If the emergency is someone intoxicated and/or behaving in an aggressive/abusive/violent way, then the staff member's first priority is to protect people. Direct everyone to stay away and send someone to summon the day/night steward. If you need to engage the person, do so in a calm voice and non-confrontational manner.

## STEP 2

- In a medical emergency, and while a first responder assesses the situation, send someone to find the day/night steward on duty if it isn't you.
- In a violent-individual situation, the Day/Night steward should assess the situation and if necessary
  - Call for the Event Steward and staff backup (send someone)
  - Bear in mind the possibility of concussion/head trauma, diabetic emergency, stroke etc and if the individual becomes incoherent, collapses, deteriorates suddenly, treat as a medical emergency.
  - Do not attempt to restrain the individual unless unavoidable.
  - Call the Gardaí if physical assault occurs, if weapons are present, if property destruction occurs, stalking/harassment/sexual misconduct occurs, or you feel unsafe. Do not wait for the Event Steward/s to arrive if the situation is critical.

## STEP 3

- If the day/night steward decides to, or is directed by a first responder to call 999, you as an event staff member, need to become the runner to locate and call the following staff members:
  - The Event Stewards
  - The Reservation Steward
  - The Crowd Control Lead
  - The Log Keeper
  - Welfare Lead
- If you are the day/night steward and you have decided to, or have been asked to call 999, you should direct any other person there (who isn't the first responder) to locate the necessary staff members as per above list.
- In any case where emergency services have been called, the Event Steward/s must be informed and called to the situation.

## STEP 4

- The Event Steward/s may decide to trigger the Emergency Protocol roles (See below)
- The Event Steward/s may decide to evacuate the area or the entire site.
- The Event Steward/s may call on volunteer backup to act to restrain and secure an individual

- The Event Steward/s will direct the emergency support staff as required until Emergency Services are on site and take charge of the situation.

## **EMERGENCY PROTOCOL ROLES**

Once activated by the Event Steward/s, remain calm and perform your role.

- **Event Steward/s** will decide whether any activities should be paused and which can carry on, and whether an area, or the entire event site should be evacuated. They will continue in charge until the emergency has terminated, or any casualties transferred to the emergency services. They will coordinate overall roles and all communication both internal and public. They will decide when the emergency protocol should be stood down.
- **Reservations Steward** will take over the role of running the event for the duration of the emergency, if the event continues, and will action any decisions by the Event Steward/s regarding the running and re/location of activities. They will also help to deal with queries in a way that will end speculation and concern without revealing details, directing people to the **Communications Lead (Melisende)**.
- **Gate (relevant Day/Night/Event steward on duty)** is the day/night steward on duty who should be the one designated to call the Emergency Services unless the Event Steward/s have already done so. Once the Event Steward/s have taken control of the situation, they should go to the site Gate and meet with/direct emergency services to the correct place. They should also be the one to field any further phone calls with emergency services regarding locating the event site.
- **Crowd Control Lead** will act to secure the area around the emergency, keep people away, direct them to the evacuation point if necessary and ensure no phones are being used other than the ones for communication with emergency services. During an evacuation, they must help to make sure no-one returns to their tents without permission from the emergency services. They will also act to help bystanders remain calm and prevent speculation.
- **Log Keeper** documents the sequence of events and actions/decisions taken during the unfolding of the emergency. They must remain calm in order to record events accurately and meticulously. In the case of violent disorder, the Log-keeper should collect witness accounts and information, observable behaviours, names and times, any damage or injuries. This information could be important for insurance and/or legal queries.
- **Communications Lead** will be the one to disseminate information to event attendees as decided by the Event Steward/s. They will also be the point of official communication. They will need to be able to quell rumours, concerns and dispel speculation.
- **Welfare** will identify a quiet secluded area (A&S Tent, café etc) for staff involved, first responders and companions of a casualty, to be able to have privacy, to find relief from duty, and process what has occurred with dignity. If required, they should prepare water, seating and blankets depending on the nature of the emergency. During an evacuation they should help to keep people calm and safe.

## **ALL STAFF**

- Must remain Calm
- SHOULD NOT speculate or give amateur judgements or diagnoses
- SHOULD NOT discuss who was involved or
- SHOULD NOT share names publicly or disclose information relating to people involved
- SHOULD NOT post on social media
- Should refer all questions to the Communications Lead
- Be adaptable to the situation in case their role changes in any way
- Cooperate with Gardaí/Ambulance/Fire authorities
- When dealing with Emergency Services staff, **use modern names** to identify yourself and staff

## **STAFF NUMBERS (only in case of emergency):**

Make a list of telephone numbers of event staff and make sure all members of the team have a copy.