# **Festival**

# **Risk Management Plan**

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## MISSION STATEMENT

## EMERGENCY INFORMATION

Explain why and then identify how the information will be given to the volunteers and any staff.

To complement the Emergency Plan, the FESTIVAL will also implement a Communications Plan.

Review of the Emergency Management Procedures will be handled as follows:

* ­­­­­\_\_\_\_\_\_\_\_\_\_ will brief volunteers
* \_\_\_\_\_\_\_\_\_\_will brief paid duty and auxiliary officers
* \_\_\_\_\_\_\_\_\_\_will brief onsite security guards

All parties will be asked to review and familiarize themselves with the procedures when arriving for a shift. Copies of this manual will be supplied to the emergency systems partners prior to the FESTIVAL (i.e. St. John Ambulance). This document will be kept in a visible and secure place at:

* each of the stage areas with the Stage Manager
* Volunteer Booth and/or Information Booth
* \_\_\_\_\_\_\_\_\_\_\_\_\_ person responsible for implementing plans i.e. Logistics

Any incident reports are to be completed by the ­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and maintained by the \_\_\_\_\_\_\_\_\_\_\_

The Festival Manager will make arrangements for access to the designated safe place in case of weather threats that appear too late to send patrons home.

The volunteer tent/ info booth will be the central gathering location.

## COMMUNICATION PLAN

Should the decision be made to cancel or change a performance, or if there is a crisis or emergency situation at a performance. Authority to place the Plan into effect is delegated and limited to any of the following:

Chair of the Board –

Festival Manager –

It is not our policy to cancel an event. Should a cancellation be necessary, only the persons listed above shall make the decision.

Upon implementation of the Plan, communication shall flow as follows:

* The Festival Manager & Chair will notify other Committee/Board Members
* The Festival Manager & Director of Volunteers will notify appropriate volunteers
* If appropriate, the Chair or designate shall contact:
* Police

Fire Department

and any other governmental/support agencies affected

* If appropriate, the Chair shall contact the following:

Radio Stations

Television Stations

Newspapers and Print Media

* The only Authorized Representative(s) of the festival who will speak as part of the Emergency Plan is:

Chair

Marketing Director

All media requests will be passed on directly to the

* Marketing Director

## RESPONSIBILITIES OF VOLUNTEERS AT THE FESTIVAL

The FESTIVAL wants every staff, volunteer and participant to have a fun and positive experience and safety is a key element. In order to promote safety at our performances, it is recommended that volunteers consider the following:

* Check your area upon arrival for unnecessary debris, hazards, boxes or containers that are not clearly labeled.
* Wear your name badge or other proper identification
* Notify the Volunteer Director of suspicious packages, people or activities.
* Never try to handle a security related action yourself. Report the incident and let the Volunteer in Charge take the appropriate action.
* Use common sense and good judgement!

**Should a Situation Occur**

Even with the best of plans, the occasional accident, incident or situation may occur. How the volunteers, and participants handle an incident is vitally important to all involved. The following “do’s and don’ts” should help to enable those at the scene to handle a situation in the best and most effective way:

#### DO

* STAY CALM!!
* Immediately notify the Volunteer Director
* Enlist the help of other volunteers to assist you
* Keep the area clear of spectators in order to allow authorities or emergency equipment to enter the area
* If there is any likelihood of injuries notify appropriate medical services
* Refer media to the Marketing Director, only if and when you are approached by media
* Get the names, addresses and phone numbers of any injured parties and all witnesses; utilize other volunteers and staff to ensure no one gets missed
* Complete an “Incident Report” as soon as possible and return to the Volunteer Director

#### DON’T

* Speculate on cause, fault or outcome to anyone, including media
* Attempt to handle situation by yourself, notify the Volunteer Co-ordinator immediately.
* Attempt to move an injured person who is not able to move on his or her own.

## EMERGENCY TYPES

1. **Medical Emergency**

* Summon on-site medical aid and security/paid duty offers immediately and call 911 for EMS if significant incident.
* Volunteer Director to be notified immediately
* Volunteer Director to notify Director of Logistics
* Director of Logistics to attend incident and support site volunteers to provide access/egress for EMS
* Security to attend to crowd control
* Emergency access points:
  + \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* The Director of Logistics will dispatch a point person with radio to the appropriate access to direct emergency personnel to the incident area.
* Director of Logistics to complete and file a FESTIVAL incident report immediately following the incident.

NOTE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the nearest hospital.

1. **Civil Disruption**

* Notify security and/or paid duty on-site officer
* Volunteers will NOT engage in, or participate in security functions.
* Volunteers to notify Volunteer Director and Director of Logistics
* Director of Logistics will contact FESTIVAL Safety Committee
* Police will determine if site evacuation procedure should be initiated.
* Director of Logistics writes incident report.

1. **Power Failure**

* Production staff have a bullhorn at each stage for making announcements.
* Flashlights will be assigned to key areas (volunteers, stage, gates)
* Announcement will be made to stay in place (do not use lighters for illumination) until we put emergency lighting in place.
* If disruption is extended we will provided escorted egress
* Director of Logistics and volunteers will search site toilets and other areas to make sure they are clear.
* Director of Logistics writes incident report

1. **Weather Threats**

* The Festival Manager, a board member and production staff will have access to a weather monitoring service that will allow timely decisions to be made.
* Shelter locations will be identified and confirmed prior to the FESTIVAL
  + Stage 1 = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Stage 2 = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Festival Safety Committee will determine if evacuation procedure is to be initiated, or if a partial interruption is declared
* Marketing Director to notify media sponsors who will update general public on-air.
* MC’s and volunteers will instruct attendees to leave the area and disperse.
* Director of Logistics writes incident report.

1. **Fire**

* Each site has fire extinguishers.
* The number and location of extinguishers will be communicated to the site volunteers
* Fire extinguisher training will be provided at orientation with a review at shifts.
* Fire extinguishers are for small fires only.
* Director of Logistics and Festival Safety Committee need to be notified of any fires.
* Director of Logistics will call 911 for ALL fires including those extinguished
* Director of Logistics writes incident report

1. **Stage Failure**

* Director of Logistics needs to immediately invoke evacuation procedure.
* Invoke medical emergency protocol as required.
* Director of Logistics to contact security and stage provider.
* Director of Logistics writes incident report

1. **Theft/Mugging**

* Notify security and paid duty officers to notify police and handle incident.
* Volunteers are NOT to engage but observe from a safe distance.
* Director of Logistics writes incident report.

1. **Missing persons (including children)**

* Once notified of a missing person, Director of Logistics needs to notify security & police.
* Get name, age, physical description, where and when they were last seen.
* MC to make an announcement for the missing person to go to the info booth.
* If a child under the age of 15 is found and is looking for their caregiver, the child should be taken to the Volunteer Booth and the MC will make an announcement that a child has been found (using only age and gender)
* No child under the age of 15 shall be reunited with a caregiver without ID and without a paid duty officer present
* Security and / or paid duty officers determine when the incident is over.
* Director of Logistics writes incident report.

1. **Bomb Threats, Suspicious Packages and Vehicles**

* If someone notices or is told of a suspicious package:
  + DO NOT TOUCH THE SUSPICIOUS OBJECT
  + Remain clam and try to ensure your safety at all times
  + Notify the paid duty police and security immediately with the following info on the object:
    - Size, shape, colour
    - Type of object
    - Any external markings on packaging
    - Visible wires or antenna
    - Smells, gases or vapours
    - Liquids leaking from or around the object
* Move away from the device to a safe distance
* Police and Festival Safety Committee will evaluate the threat and any search required will be done by the safety committee and any appointed volunteers, accompanied by police when appropriate.
* Police in conjunction with the safety committee will determine if and when evacuation needs to be initiated.

## EVACUATION PROCEDURES

1. **If evacuation is ordered (decision by safety committee in conjunction with security)**

* Music will be immediately shut down – mixing board will be advised of this

procedure as part of security briefing by Director of Logistics.

* Director of Logistics to instruct volunteers to deploy the emergency access points.
* Director of Logistics to inform security and paid duty officers that evacuation is to be

announced and ensure they are prepared.

* Director of Logistics is to call police dispatch at 911 to notify that evacuation is in

progress.

* Once the above two are complete, MC to make announcement at direction of

the Director of Logistics instructing audience to leave via the nearest exit.

* Security must ensure compliance with evacuation order.
* Volunteers need to do a sweep search of the site to confirm no stragglers.
* Director of Logistics needs to make the determination that area has been evacuated.

1. **There are identified Emergency Shelter Locations within close proximity of each of the**

**stages:**

• Stage 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

• Stage 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Each stage will have an evacuation script developed by the festival safety committee.**

**4. Decision to re-occupy – police, security and safety committee jointly to make decision, media partners are to announce to public.**

## CODE OF CONDUCT

As a volunteer, you will:

* Agree and adhere to the Volunteer Policies out lined in this document.
* Represent the organization positively to its stake- holders and the community.
* Treat other volunteers, staff and clients with respect.
* Support a safe harassment-free work environment.
* Decline all offers of remunerations, salary, wages or any other payment for volunteer service.
* Use organization property and facilities as authorized.
* Never divulge or misuse confidential information.

FESTIVAL will:

* Clearly outline volunteer responsibilities and expectations clearly.
* Provide appropriate orientation and training.
* Treat you with respect, courtesy, and fairness.
* Respect your right to privacy and confidentiality.
* Provide a supportive and positive environment that ensures you enjoy your volunteering.
* Provide an avenue where volunteers can voice questions or concerns.
* Encourage and recognize volunteer efforts and achievements.
* Provide information on organizational changes or new policy decisions relevant to volunteers.

# Attendance and Time:

* Volunteer hours are scheduled in agreement with supervising staff and the volunteer.

# Supervision and Reporting:

* Often, volunteers work independently will little to no supervision
* Volunteers will report to the Volunteer Director, in the Director’s absence, they will report to Festival Manager
* If a volunteer has any concerns or needs to report a conflict, they are to report it to supervising staff

## CREATING A SAFE ENVIRONMENT THAT INCLUDES ALCOHOL

FESTIVAL will work closely with its catering partner to make certain that appropriate measures are in place so that all patrons can safely enjoy the festival. These measures include the following:

* Professional staff monitoring all exits/entrances to maintain appropriate numbers and to make certain that alcohol is not brought in by patrons.
* Professional staff will manage the selling of alcohol.
* Non-alcoholic beverages are readily available within the festival grounds.
* Alcohol will not be served to anyone under the age of 19.
* Alcohol will not be served to anyone appearing to be intoxicated.
* Alcohol service is limited to 2 drinks per person at one time.
* Alcohol will not be available for self-serving, nor will the selling of pitchers be allowed.
* Food, non-alcoholic and low alcohol beverages will be made available.
* Last call will not be announced.
* There will be a FESTIVAL Board member and/or staff member present on-site at all times and the catering partner will know how to reach such individual in the case of a situation arising.
* Volunteers will be clearly identifiable through volunteer t-shirts but will not take responsibility for monitoring alcohol consumption. They are, however, encouraged to make professional staff aware of any arising situation.

## SAFE TRANSPORTATION

FESTIVAL is committed to providing a safe environment for its patrons. To this end the following will be in place at the festival to assist patrons in returning home safely.

* Local taxi phone numbers are prominently posted at exits
* FESTIVAL will arrange for overnight parking with the municipality

## INCLEMENT WEATHER

The production staff, in consultation with FESTIVAL board and artists, will make the call if it is deemed unsafe to continue to offer programming. In the case of severe weather warnings with the risk of high winds, or tornados, all present will be encouraged to take cover within City Hall.

Volunteers are instructed to make safety of themselves and festival-goers their priority. Lost or damaged property can be replaced.

## HARASSMENT AND DISCRIMINATION

FESTIVAL is committed to providing a work environment in which all individuals are treated with respect and dignity. Every volunteer and staff member has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Staff, directors, and volunteers are expected to uphold this policy, and will be held accountable by the organization.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome.

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to.

Volunteers are encouraged to report any incidents of workplace harassment. There are no negative consequences for reports made in good faith.

The Festival Manager investigates and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers’ privacy as much as possible.

If a volunteer feels that they have been subject to discriminatory behaviour or action, they should bring it to the immediate attention of a staff member or the Volunteer Director.

These incidents will be addressed by the Festival Manager so that a resolution of the conflict may be resolved.

Harassment and discrimination will not be tolerated. If the volunteer is found to be harassing any staff, or member of the public, they will be dismissed.

## DISCIPLINE AND DISMISSAL

Inappropriate behaviours can negatively influence FESTIVAL’s

* Reputation in the community
* Ability to secure funding
* Artist/client/customer relations
* Volunteer program morale
* Employee morale

Disciplinary action is taken to ensure that volunteers comply with:

* Supervisory expectations
* Job standards
* Organizational policies, procedures and work rules
* Safety rules

Disciplinary action occurs after unwanted behaviour is exhibited

A volunteer may be dismissed if found to be working outside these frames of expectation, of when putting themselves, FESTIVAL, or other volunteers in harms’ way. FESTIVAL has a zero-tolerance policy on unsafe behaviour on-site.

## PRIVACY

FESTIVAL collects the private information of volunteers when they register to match volunteers with volunteer opportunities and to provide volunteers with information about training and events. We will only collect, use, and disclose a volunteer’s personal information with the volunteer’s knowledge and consent. We will not collect personal information beyond what is necessary for the purposes above or as identified at the time of collection.

## THE INCIDENT REPORT

An important piece of information following an incident is the Incident Report. The report is needed for record-keeping, possible insurance reporting, and will be the primary documentation FESTIVAL has of the incident and must be filled out ASAP.

Situations can present themselves in a variety of ways. The following are examples of the types of situations that warrant a report:

* Minor and major injuries
* Disturbances or crowd problems
* Any situation involving security or emergency personnel
* Property damage
* Altercations
* Any incident involving arrest or police action
* Threats of physical force or violence
* If there is any likelihood of injuries notify appropriate medical services

The report, a sample of which is included, should be filled out completely, accurately, and at the time of the incident or immediately thereafter. Full size copies of the Incident Report are available at the Box Office.

* Get names, addresses and telephone numbers of all parties, including any witnesses. Verify spelling of names.
* Give **factual** descriptions of what occurred and the injury or damage done, but DO NOT offer opinions on who, if anyone, may have been at fault.
* All items on the report must be completed. If information is unknown, state that on the form.
* State the connection of the involved individual(s) to the performance (artist, audience, volunteer, etc.)
* Return completed form immediately to the Volunteer Director.

## Incident Report

To be completed in its entirety immediately following a situation and to be given to the Volunteer Co-ordinator as soon as possible.

Please use additional pages if necessary.

REPORT COMPLETED BY

DATE:

EVENT:

DATE:

TIME:

ANY INJURIES?

WAS EMERGENCY PERSONNEL INVOLVED?

IF SO, WHO?

POLICE

FIRE

EMERGENCY MEDICAL

NAME

OTHER

DETAILS OF THE SITUATION

**NAMES OF THOSE INVOLVED:**

NAME

ADDRESS

CITY

PROV, PCODE

TELEPHONE NUMBERS

Home

Work

email

NAMES OF WITNESSES:

NAME

ADDRESS

CITY

PROV, PCODE

TELEPHONE NUMBERS

Home

Work

email

NAME

ADDRESS

CITY

PROV, PCODE

TELEPHONE NUMBERS

Home

Work

email

## CONTACT INFORMATION:

Festival Manager

Telephone:

Email:

The information contained in this guidebook is subject to change.